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# DIRECTORY OF RECORDS

## Provincial Ministries and Agencies



Freedom  
of Information

— and —

Protection  
of Individual  
Privacy

1996/1997







# **DIRECTORY OF RECORDS**

**FREEDOM OF INFORMATION  
AND  
PROTECTION OF PRIVACY**

**1996/1997**



This publication is produced every year.

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# FOREWORD

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Ontario's **Freedom of Information and Protection of Privacy Act** gives individuals a legal right of access to information held by Ontario government ministries and agencies. A list of the institutions covered by this Act as well as the institutions covered by the **Municipal Freedom of Information and Protection of Privacy Act** may be found in a publication called **The Directory of Institutions**.

The **Directory of Records** is issued in English and French to assist individuals in locating general records and personal information maintained by institutions covered by the **Freedom of Information and Protection of Privacy Act**.

The directory describes the organization and types of records maintained by these institutions as well as the telephone number and address of the institution's Freedom of Information and Privacy Coordinator.

The Information contained in the Directory of Records is also available for searching on the Ontario Government world wide web site. The address is :  
<http://w.w.gov.on.ca>

## INFORMATION AVAILABLE

### General Records

Under the **Freedom of Information and Protection of Privacy Act**, individuals may request any record of information in any form including a letter, report, computer tape, microfilm, videotape or sound recording.

Certain information may be withheld under one of the specific exemptions outlined in the Act. These exemptions include:

- cabinet records;
- records containing certain law enforcement information;
- records that could prejudice intergovernmental relations;
- personal information that could invade the privacy of an individual;
- certain records supplied in confidence by a third party.

A record must be disclosed to a requester unless it falls within one of the exemptions.

### Personal Information

Government ministries and agencies collect personal information from and about individuals in the course of their operations. This information covers a wide range of subjects and is used to administer programs and activities.

The **Freedom of Information and Protection of Privacy Act** gives individuals a right of access to their personal information subject to certain specific exceptions. At the same time, the Act safeguards an individual's privacy by protecting this information from unauthorized disclosure to others.

Individuals who are given access to their personal information also have the right to request correction of that information if they believe it to be inaccurate.

For further information about the Act or the directory write to:

Management Board Secretariat  
Freedom of Information and Privacy Branch  
8th Floor, 101 Bloor Street West  
Toronto, Ontario  
M5S 1P7

Telephone: (416) 327-2187  
Fax: (416) 327-2190







# **I.INTRODUCTION**





# I. Introduction

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## HOW TO USE THE DIRECTORY

### Locating the Information

This directory is arranged alphabetically with a chapter for each institution with a separate head and/or access address covered by the Act. Where the institution is an Ontario government ministry, the chapter includes an alphabetical listing of its affiliated agencies (e.g., the Ontario Heritage Foundation and the Ontario Science Centre of the Ministry of Citizenship, Culture and Recreation).

A subject index is provided at the back of this publication. The alphabetical subject index allows the user to locate general records or personal information banks by looking up the subject matter to which it relates.

Each chapter in the directory contains the following information:

**Name** - the full title of the institution;

**Head** - the title, business address and telephone number of the minister or head of the institution;

**Access** - the title, address and telephone number of a contact person in the institution

- the location of a reading room for the review of manuals and other information.
- descriptions of the organization at various levels. The descriptions may include the goal or purpose of the institution; the organizational structure and details on the major organizational units or program areas within the institutions.
- a description of the records used to support each division's programs and an alphabetical listing of the general classes or types of records maintained
- an alphabetical listing of the manuals issued to employees to support the operation of the division
- a description of the personal information used to support each division's programs and an alphabetical listing of the personal information banks maintained;

**Affiliated Agencies** - a description of the agencies closely associated with each ministry

- a description and alphabetical listing of the general records and manuals maintained by each affiliated agency
- a description and alphabetical listing of the personal information banks and public records held by each affiliated agency;

## THE RECORDS

### Personal Information Banks

The Act defines **personal information** as any recorded information about an identifiable individual. A **personal information bank** is a collection of personal information that is organized and can be retrieved by an individual's name or some other personal identifier.

The directory provides the following information for each personal information bank maintained by an institution:

**Title** - the full title of the personal information bank;

**Location** - the name of the division, agency or program which the bank supports;

**Legal Authority** - the statute, regulation or Order in Council which provides legal authority for the establishment of the bank;

**Information Maintained** - the categories of personal information in the bank (e.g., name, age, financial information);

**Uses** - the principal purpose(s) for which the information issued;

**Users** - the individuals or organizations which have access to the information or to whom the information is disclosed;

**Individuals in Bank** - the individuals about whom the information is maintained;

**Retention and Disposal** - how long the information is kept and if it is destroyed or transferred to the Archives of Ontario;

For information concerning storage, retrievability, access controls and the official responsible for the personal information bank, contact the Freedom of Information and Privacy Coordinator listed under "Access" at the front of each institution's chapter.

### Public Records of Personal Information

Certain collections of records which contain personal information are public records. Land registration records are an example of this type of collection. Information contained in public records is accessible to all members of the public on an equal basis. In some cases, a user fee may be charged.

These collections are included in the institution chapters under the heading "Public Records". The following information is provided for each collection:

- the title of the collection;
- a description of the collection including its purpose and how it is maintained.

### Manuals

Institutions are required by the Act to make certain manuals available to the public in a reading room or other designated office. This requirement applies to manuals, directives and guidelines that contain information about programs or enactments and are used to make decisions that affect the public. The location of a reading room can be found at the front of each institution chapter under the heading "Access".

The manuals issued by each institution are listed in the directory. Where the number of manuals is extremely large, the listing may contain subject categories rather than individual titles. A more detailed inventory can be obtained by contacting the Freedom of Information and Privacy Coordinator in the appropriate institution.

## REQUESTING GOVERNMENT INFORMATION

In most cases, it is not necessary to apply under the **Freedom of Information and Protection of Privacy Act** to obtain access to ministry or agency records. Requests for information can be made by calling, writing or visiting the appropriate institution office.

When information is not available through the normal business channels, a request can be made under the Act. Each institution has an assigned Freedom of Information and Protection of Privacy Coordinator. To contact an institution's Coordinator, refer to the section entitled "Access" at the beginning of each institution's chapter.

### Making a Request Under the Act

The following types of requests can be made under the Act:

- access to general records
- access to personal information
- correction of personal information;

A \$5.00 application fee is required for all requests made under the Act. A request can be made by either using the form (where available) or by writing a letter to the institution outlining the information being sought (see samples on pages 12 and 13).

Copies of the request form are available from the Freedom of Information and Privacy Coordinators of institutions covered by the Act or from local public libraries.

If you are writing a letter, indicate that you are making the request under the **Freedom of Information and Protection of Privacy Act**.

Identify as clearly as possible what information is being sought. Being specific may speed up the processing of your request.

If you are not in a position to identify the specific records you are seeking, refer to this directory (see section "How To Use The Directory" for guidance) or, alternately, contact the coordinator of any institution who can advise you on how to proceed.

The completed request form/letter should be forwarded to the institution most likely to have the information. The correct mailing address can be found at the beginning of each chapter in this directory under "Access."

A \$5.00 application fee is now required for all requests made under the Act. Fees can be paid by money order or by cheque. Please contact the institution for further information on payment by cheque.

In general, a request must be processed within thirty calendar days. This means that the institution must either provide access to the requested information or notify the individual that the information is exempt under the specific provisions of the Act.

An institution may seek a time extension in accordance with conditions set out in the Act. If an institution requires a time extension, the requester must be notified.

### Access by Disabled Persons

#### For Print Handicapped Persons

Print handicapped persons should contact the appropriate Freedom of Information and Privacy Coordinator by telephone to discuss alternate means of making a request if they are unable to complete a request form or write a letter.

#### For Hearing Impaired Persons

Where a telecommunication device for the deaf (TDD) service is available to an institution, the number will be shown at the end of the institution's chapter under the heading "Access". Where institutions do not have a TDD service, individuals can use the Bell Relay Service to place calls. Information on this service can be found in local public telephone directories.



### For Wheelchair Users

Where an institution's reading room is physically accessible, the international wheelchair accessibility symbol is shown at the front of the institution's chapter under "Access".

In general, when making a request, visiting an institution's reading room or examining personal information, a disabled person may be accompanied by a proxy or may have a proxy act for him/her. If a proxy acts alone, proof of consent by the disabled person to be represented is required.

## HOW TO APPEAL A DECISION

An individual may appeal a decision made by an institution where:

- the institution denied access to some or all of the information requested;
- the institution extended the time for processing a request beyond 30 days;
- the institution refused to make a correction to personal information; or
- the individual does not agree with the amount of the fee being charged.

In addition, third parties whose rights are affected by an institution's decision to release information may also appeal.

The fees for appeals are \$25.00, \$10.00 or no fee depending upon the circumstances of the appeal.

Appeals must be made in writing within 30 days of receiving a decision from a government institution. It is not legally necessary for the letter to contain reasons, however appellants are encouraged to state the basis for their appeals. Letters of appeal should state:

- the name of the institution which made the decision;
- the decision (or part of the decision) being appealed; and
- the date and/or file number the government institution has assigned to the request.

Copies of the appellant's original request and the institution's decision letter should be attached, if available.

Appeals or any questions about the appeal process should be directed to:

Information and Privacy Commissioner/Ontario  
17th floor, 80 Bloor Street West  
Toronto, Ontario  
M5S 2V1  
Telephone: (416) 326-3333  
Toll free: 1-800-387-0073  
Fax: (416) 325-9195

Copies of the Act can be purchased from:

Publications Ontario  
5th Floor, 880 Bay Street  
Toronto, Ontario M7A 1N8





# **SAMPLES**

April 4, 1996

123 Main Street  
Anywhere, Ontario  
A1A 2A2  
Telephone: 555-1111

Information and Privacy Coordinator  
Ministry of Consumer and Commercial Relations  
34th Floor, 250 Yonge Street  
Toronto, Ontario  
M5B 2N2

Subject: Request under the Freedom of Information and Protection of Privacy Act.

Dear Sir/Madam:

In October of 1995 I submitted an application for the registration of a travel agency - New Directions Travel Agency.

Under the Freedom of Information and Privacy Act I am requesting the following :

A copy of the file associated with my application, particularly any information related to my employment history and financial status.

Enclosed is my cheque for the \$5.00 application fee. I look forward to hearing from you.

Sincerely,

A handwritten signature in cursive script that reads "Pamela H. Lee". The signature is written in dark ink and is positioned above the printed name.

Pamela Lee



## FORM 2

## REQUEST FORM

PLEASE NOTE: A \$5.00 APPLICATION FEE IS REQUIRED FOR ALL FOI REQUESTS

Request for  
☒ Access to General Records  
☒ Access to Own Personal Information  
☐ Correction of Own Personal Information

Name of Institution request made to:

Ministry of Consumer &amp; Commercial Relations

If requests is for access to, or correction of, own personal information records

Last name appearing on records ☒ same as below or

Detail

Last Name First Name Middle Name ☐ Mr. ☐ Mrs.  
 Lee Pamela Moratic ☒ Ms. ☐ Miss  
 Address (Street/Apt. No./P.O. Box/R.R. No.) City/Town Province  
 123 Main St. Anywhere Ont  
 Postal Code Telephone Number  
 A1A 2A2 Day • (416) 555-1111 Evening • ( )

Detailed description of requested records, personal information or personal information to be corrected. (If you are requesting access to or correction of your personal information, please identify the personal information bank or record containing the personal information, if known)

In October of 1995 I submitted an application for the registration of a travel agency - New Directions Travel Agency -

I would like a copy of the file associated with this application - particularly any information related to my employment history & financial status.

Note: If you are requesting a correction of personal information, please indicate the desired correction and, if appropriate, attach any supporting documentation. You will be notified if the correction is not made and you may require that a statement or disagreement be attached to your personal information.

Preferred method of access to records Signature Date  
☐ Examine Original  
☒ Receive Copy  
 Pamela H. Lee 04 04 1996

For Institution Use Only

Date Received Request Number Comments

Personal information contained on this form is collected pursuant to the Freedom of Information and Protection of Privacy Act \ Municipal Freedom of Information and Protection of Privacy Act and will be used for the purpose of responding to your request. Questions about this collection should be directed to the Freedom of Information and





## **II. COMMON RECORDS**



## II. COMMON RECORDS

### GENERAL ADMINISTRATION RECORDS

Certain types or classes of records are common to most institutions. These records contain information about general administration and operational support functions such as personnel, finance, purchasing, audit and property management. To avoid repetition, these common classes of records are described in this chapter. They are not under the institutions . Common administration records include:

- Administrative support records, including statistics, agendas and minutes of meetings, general inquiries, administrative procedures, library services, records management, data systems development and management, travel and transportation, property management, building and accommodation services, mail and messenger services;
- Cabinet submissions, Management Board submissions, Orders in Council, draft legislation, briefing notes, and general correspondence;
- Communications records, including speeches, ministers' statements, news releases, promotional and educational publications, audiovisual and film packages, advertising plans and records, public opinion polls, annual reports, visual identity records, issues and background summaries;
- Financial records including, financial systems and comptrollership, estimates, budgets, invoices, purchase orders, tenders, expenditure statements, allowances and expenses, assets management, and inventory management;
- Human resources management records, including human resources allocation, organization charts, job specifications, pension, benefits and insurance;
- Legal records, including statutes and regulations, research and opinions, correspondence, contracts and agreements;
- Planning and management records, including strategic and operational plans, work programs, accountability reports, audit and efficiency reports, consulting reports, policies, directives and guidelines.

### Operational Records Common to Colleges of Applied Arts and Technology

In addition to general administration records which are common to most institutions, there are certain classes of operational records common to most community colleges. These records document the planning, development and delivery of college programs. As with the general administration records described above, these common operational records have been listed in this chapter to avoid repetition. They are not listed under the individual community colleges.

Operational records common to most community colleges include:

- Board of Governors records, including minutes of the board and committees, bylaws, and policies;
- Corporate planning, management, and development records, including College Council functions, capital funding requests and approvals, capital project files, institutional research and market analyses, operational review reports, Ontario College Information System reports on plant, property, finance, staff and students, and fundraising activities;
- Records relating to the development and delivery of academic programs, including academic program sponsoring agencies, academic program submissions and approval files, program advisory committee records, program and course files, program accreditation and evaluation records, and examinations and assessment instruments;
- Records relating to government-sponsored programs and government relations, including annual reports to the Minister of Colleges and Universities, government relations and negotiations, Innovation Centre project files, FUTURES program files, Ontario Skills Development program files, Ontario Basic Skills program files, Canada Employment and Immigration Commission/Apprenticeship and other sponsored-program records, and business and industry training records;
- Enrolment and registration records, including registration policy, operations and statistics, enrolment audits, tuition and fee records, and transcript requisitions;



- Student services records, including financial aid services, housing and accommodation registries, funding and program records for scholarships and bursaries, Ontario Student Assistance Program files, special needs programs and services, athletics programs, student job requests and job placements, co-op and work term records, and graduate placement reports;
- College human resources management records, including labour/management committee minutes, position evaluation committee minutes and records (Hay and Support Staff committees), professional development program records, and health and safety inspections, audits and reports;
- Records relating to outreach programs, including international training and development projects, secondary school liaison, and community agency affiliation records;
- Records relating to ancillary services, including the operations of the bookstore, cafeteria, student newspaper, student residence, fitness facilities, day care centre, campus functions (dances, concerts, etc.).

## PERSONAL INFORMATION BANKS

Certain personal information banks are common to many institutions. These banks contain information about government employees or standard programs such as pay equity and human rights administration. To avoid repetition, these common personal information banks are described in this chapter and only the titles are referenced in individual chapters.

In addition, certain personal information banks are common to most colleges of applied arts and technology. These banks have also been described in this chapter, with individual college chapters including references to the titles where appropriate.

The following are descriptions of common personal information banks. The first section describes personal information banks common to most institutions covered by the Act. The second section describes banks common to most Ontario government ministries and closely affiliated agencies. The third section describes banks common to most colleges of applied arts and technology.

Where an institution maintains a common personal information bank, only the title of the bank will be listed in the institution chapter. In some cases the names of the common personal information banks will vary with the

institution. In other cases the name of the program is changed.

Individuals seeking access to these personal information banks should forward their requests to the appropriate ministry or agency with the \$5.00 application fee. For the correct mailing addresses, refer to the "Access" heading at the front of each ministry/agency chapter.

## Personal Information Banks Common to Most Institutions

### Freedom of Information and Protection of Privacy Act Requests

**Location:** Freedom of Information and Privacy Coordinators' offices. **Legal Authority:** Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.F.31, s.24. **Information Maintained:** Name, address, telephone number, description of information requested/to be corrected, correspondence, copies of requested records. **Uses:** Maintain a record of all requests; compile statistics. **Users:** Freedom of Information and Privacy Protection staff, liaison staff, head of institution and/or delegate. **Individuals in Bank:** Individuals submitting requests under the Freedom of Information and Protection of Privacy Act. **Retention and Disposal:** Not determined.

### Library Users Lists

**Location:** Libraries/reading rooms. **Legal Authority:** The Act establishing each institution. **Information Maintained:** Name, address, business and residence telephone numbers, ID number, agency. **Uses:** Prepare statistical reports; planning purposes; circulation records. **Users:** Library/reading room staff. **Individuals in Bank:** Users of library and/or audiovisual services. **Retention and Disposal:** Until all materials returned, then destroyed.

### Ombudsman/Human Rights Commission

**Location:** Personnel/Human Resources Branch, Legal Services Branch and officer designated responsible for contact with these agencies. **Legal Authority:** The Ombudsman Act, R.S.O. 1990, c.O.6; Ontario Human Rights Code, R.S.O. 1990, c.H.19. **Information Maintained:** Name, address, date of birth, copy of individual's complaint, investigation and report. **Uses:** Document an individual's complaint; respond to the inquiry. **Users:** Managers, Legal Services Branch, deputy minister/chief executive officer. **Individuals in Bank:** Individuals registering a complaint under the Ombudsman Act or Human Rights Code and individuals about whom a complaint is made or who are involved in a complaint. **Retention and Disposal:** Variable.

### Parking Records

**Location:** Physical Plant Office, Finance and/or Administrative Branch. **Legal Authority:** For provincial

ministries and agencies - Public Service Act, R.S.O. 1990, c.P.47; R.R.O. 1990, Reg. 977, s.7(1) and s.22. For community colleges - Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Also the Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. **Information Maintained:** Name, address, telephone number, office address and telephone number, Social Insurance Number or student/staff number, room number, vehicle licence and description, physical impairments, years of public service, any other voluntarily supplied information. **Uses:** Authorization for parking. **Users:** Physical Plant administrative staff. **Individuals in Bank:** Staff, students and tenants using parking facilities on a regular basis. **Retention and Disposal:** Destroyed one year after individual discontinues using facilities.

### Workers' Compensation

**Location:** Occupational Health and Safety Section. **Legal Authority:** Workers' Compensation Act, R.S.O. 1980, c.W.11, s.22, s.23 and s.133; R.R.O. 1990, Reg. 977, s.62; Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.51 and s.52. **Information Maintained:** Name, address, telephone number, Social Insurance Number and details of the injury/accident. **Uses:** Process claims made under the Workers' Compensation Act. **Users:** Workers' Compensation Board, personnel/human resources staff, health and safety committees. **Individuals in Bank:** Ontario public servants and Crown employees submitting an accident/claim report. **Retention and Disposal:** 50 years, then transferred to archives.

## Personal Information Banks Common to Most Ministries and Affiliated Agencies

### Career Planning/Training

**Location:** Personnel/Human Resources Branch, Training Branch and/or line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47, s.4(f); R.R.O. 1990, Reg. 977, s.17. **Information Maintained:** Name, employee's career and employment goals, training and development plans, nomination forms for educational programs, training certificates. **Uses:** Record employee's career objectives and participation in relevant training. **Users:** Personnel/human resources staff, training and Employment Equity staff, line managers, auditors. **Individuals in Bank:** Ontario public servants and Crown employees. **Retention and Disposal:** Employment work period; upon termination incorporated into General Employment History and Payroll Information bank.

### Central Attendance Recording System (CARS)

**Location:** Personnel/Human Resources Branch, Finance Branch and line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47; R.R.O. 1990, Reg. 997, s.7(1). **Information Maintained:** Name, record of work

attendance. **Uses:** Record absences; provide statistical reporting on attendance.

**Users:** Managers, personnel/human resources and financial staff, Management Board Secretariat, staff of Employee Benefits and Data Services Branch and System Branch.

**Individuals in Bank:** Ontario public servants and Crown employees.

**Retention and Disposal:** Variable up to two years, then destroyed or incorporated into General Employment History and Payroll Information bank.

### Corporate Payroll Systems (CORPAY)

**Location:** Personnel/Human Resources Branch, Finance Branch and line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47; R.R.O. 1990, Reg. 977, s.7(1) and s.17. **Information Maintained:** Name, date of birth, education, work history, pay level and other basic employee data. **Uses:** Issue pay cheques; prepare statistical reports such as T-4s, pension contributions. **Users:** Managers, personnel/human resources and financial staff, Management Board Secretariat, Human Resources Systems Branch of the Management Board Secretariat. Select information is available to the Ontario Public Service Employees Union, insurance companies and banks. **Individuals in Bank:** Ontario public servants and Crown employees. **Retention and Disposal:** Variable up to 50 years after termination, then destroyed; select files to archives.

### Employment Application Inventory

**Location:** Personnel/Human Resources Branch and/or line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47, s.4(c), s.6(1) and s.24; R.R.O. 1990, Reg. 977, s.2 and s.11(2). **Information Maintained:** Name, address, letters of application, resume//as. **Uses:** Identify potential candidates for job competitions. **Users:** Personnel/human resources staff, line managers. **Individuals in Bank:** Applicants for provincial government jobs. **Retention and Disposal:** One year, then destroyed.

### Employment Equity Program

**Location:** Employment Equity Program offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47; R.R.O. 1990, Reg. 977, s.17. **Information Maintained:** Name, Social Insurance Number, date of birth, job classification and title, office location, telephone number, education, employment history, career goals. **Uses:** Monitor progress of the program to establish equal opportunities for designated groups in the areas of training, promotions and career mobility. **Users:** Employment Equity staff, management and personnel/human resources staff. **Individuals in Bank:** Employees of the institution who are in groups designated under Employment Equity. **Retention and Disposal:** Employment work period, then destroyed. Records collected under the Employment Equity Act must be



destroyed in accordance with the Act to Repeal Job Quotas (Bill 8).

### **General Employment History and Payroll Information**

**Location:** Personnel/Human Resources Branch, Finance Branch and line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47, s.10(2,4); R.R.O. 1990, Reg. 977, s.7(1) and s.17. **Information Maintained:** Name, address, work history, payroll transactions and employee benefit options. **Uses:** Record employee's work history and payroll/benefit transactions. **Users:** Personnel/human resources and financial staff, managers, auditors, Management Board Secretariat. **Individuals in Bank:** Ontario public servants and Crown employees. **Retention and Disposal:** 50 years after termination, then destroyed; select files transferred to archives.

### **Grievances and Applications**

These records are now excluded from the Freedom of Information and Privacy Act under section 65 due to changes in the Labour Relations Act.

### **Identity/Employee Card**

**Location:** Finance/Administration Branch. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.27. **Information Maintained:** Name, Social Insurance Number, office, office telephone number, card number, photograph. **Uses:** Regulate access to government property. **Users:** Security staff. **Individuals in Bank:** Personnel issued an identification card. **Retention and Disposal:** Variable.

### **Job Competitions**

**Location:** Personnel/Human Resources Branch and/or line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47, s.4(c), s.6(1) and s.24; R.R.O. 1990, Reg. 977, s.2 and s.11(2). **Information Maintained:** Name, address, application forms, job advertisement, screening and evaluation information and appointment of successful candidate. **Uses:** Document the hiring process; provide statistical data. **Users:** Personnel/human resources and Employment Equity staff, line managers, human rights officers, auditors. **Individuals in Bank:** Applicants for provincial government jobs. **Retention and Disposal:** One year, then destroyed.

### **Litigation Files**

**Location:** Legal Services Branch. **Legal Authority:** Ministry of the Attorney General Act, R.S.O. 1990, c.M.17, s.5. **Information Maintained:** Name, address, telephone number, age, medical, financial, education and employment information, claims, reports, legal opinions, legal decisions, settlements. **Uses:** Provide basis for litigation for and against the institution. **Users:** Legal Services Branch staff, Crown Law Office-Civil staff, externally contracted legal advisors, institution's insurers, individuals involved in litigation. **Individuals in Bank:** Individuals involved in litigation

against or with the institution. **Retention and Disposal:** Variable.

### **Medical Information (Personnel)**

**Location:** Personnel/Human Resources Branch. **Legal Authority:** Public Service Act, R.S.O. 1990, c.418; R.R.O. 1990, Reg. 977, s.62(1-4), s.63(1-3), s.75(1-5), s.93(1-2); Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.51 and s.52. **Information Maintained:** Name, health records, reports and claims. **Uses:** Verify health status; authorize leaves of absence. **Users:** Personnel/human resources staff, line managers, auditors. **Individuals in Bank:** Ontario public servants and Crown employees. **Retention and Disposal:** Employment work period; upon termination incorporated into General Employment History and Payroll Information bank.

### **Performance Management**

**Location:** Personnel/Human Resource Branch and/or line managers' offices. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.47, s.4(f). **Information Maintained:** Name, performance contract, appraisal of work performance. **Uses:** Manage employees' performance; identify staff training needs and grievance hearings. **Users:** Personnel/human resources staff, training and Employment Equity staff, line managers, auditors and counsel. **Individuals in Bank:** Ontario public servants and Crown employees. **Retention and Disposal:** Employment work period; upon termination incorporated into General Employment History and Payroll Information bank.

### **Travel/Expense Accounts**

**Location:** Financial Services Section. **Legal Authority:** Public Service Act, R.S.O. 1990, c.P.418. **Information Maintained:** Name, Social Insurance Number, work mailing address, advance account, date of last expense account. **Uses:** Record advance account and expenditure totals. **Users:** Accounts Section staff. **Individuals in Bank:** Ontario Public Servants and Crown employees. **Retention and Disposal:** Until fiscal year-end when an employee's advance account is balanced, then destroyed.

### **Workplace Discrimination and Harassment Prevention-Advisor Files**

**Location:** Offices of individual Workplace Discriminating and Harassment Prevention Advisors. **Legal Authority:** Workplace and Discrimination and Harassment Directive. **Information Maintained:** Counselling report #1375, Advisor's summary report #1365. **Uses:** Documentation of advisory sessions with employees re the Workplace Discrimination and Harassment Prevention policy. **Users:** Advisor (reports 1375 and 1365), Workplace Discrimination and Harassment Prevention Coordinator (report 1365 only). **Individuals in Bank:** Ontario Public Servants and Crown employees. **Retention and Disposal:** Minimum of 1 year, then destroyed.



### **Workplace Discrimination and Harassment Prevention - Investigator and Report Files**

**Location:** Office of the Workplace Discrimination and Harassment Prevention Coordinator. **Legal Authority:** Workplace Discrimination and Harassment Prevention. **Information Maintained:** Formal harassment/discrimination complaint, statements from witnesses, supporting documentation (e.g. performance appraisals, letters to files, etc.), Investigators report. **Uses:** Supporting documentation used in the investigation of formal complaints of harassment or discrimination under the Workplace Discrimination and Harassment Prevention Policy; to determine appropriate disciplines. **Users:** Management Board Secretariat (Human Resources) Workplace Discrimination and Harassment Prevention Coordinator, Labour Relations Staff, Managers, Deputy Minister. **Individuals in Bank:** Classified, unclassified, bargaining unit and management staff. **Retention and Disposal:** Permanent.

### **Personal Information Banks Common to Most Colleges of Applied Arts and Technology**

#### **Board of Governors Membership**

**Location:** President's Office. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, address, telephone number, occupation, education, public or professional organization experience, biographical information. **Uses:** Maintain a record of past and present board members; maintain contact with former members for alumni and fundraising activities. **Users:** Board of Governors, President's Office staff. **Individuals in Bank:** Board of Governors members. **Retention and Disposal:** Permanent.

#### **Co-op, Work Term, Final Job Placements**

**Location:** Co-op or Placement Office. Organizational placement may vary among colleges. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5. **Information Maintained:** Name, address, student number, employer name and address, job description. **Uses:** Record student participation in co-op and work term programs; assess student performance; record students placed in jobs through placement office programs. **Users:** Co-op and placement office staff, co-op coordinators, academic staff involved in co-op program, registered employers. **Individuals in Bank:** Students, employers. **Retention and Disposal:** Not determined.

#### **Day Care Registrants**

**Location:** Day Care Centre. **Legal Authority:** Day Nurseries Act, R.S.O. 1990, c.D.2. **Information Maintained:** Name, date of birth, address, telephone, parent

name and business telephone, OHIP number, doctor's name and address, child's medical history and immunization record, permission forms (video and photographic records of child, administration of medication, participation on excursions), child's schedule and behaviour patterns. **Uses:** Document registration, activities and development of child in daycare program; facilitate daily and emergency care. **Users:** Daycare center staff, emergency medical personnel and specialists. **Individuals in Bank:** Children registered in Day Care Center. **Retention and Disposal:** Two years after discharge, then destroyed.

#### **Dental Clinic Patients**

**Location:** Dental Clinic. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; Health Disciplines Act, R.S.O. 1990, c.H.4. **Information Maintained:** Name, address, dental charts, patient records and x-rays. **Uses:** Treatment of clinic clients; maintain a record of treatment performed. **Users:** Clinic staff. **Individuals in Bank:** Patients. **Retention and Disposal:** Not determined.

#### **Employee Personnel, Payroll and Benefits Records**

**Location:** Personnel/Human Resources Office, Payroll Office, and/or local managers' offices. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, address, telephone, date of birth, sex, marital status and dependent information, citizenship, Social Insurance Number, education, work history, attendance and leave records, performance evaluations, benefit options, salary, payroll and benefit transactions, beneficiaries, next-of-kin, garnishments. **Uses:** Document employee work history and benefits information; administer payroll and benefits package; provide the Ministry of Education and Training with statistical reports. **Users:** Personnel/Human Resource staff, Finance Division and Payroll Office staff. **Individuals in Bank:** College employees. **Retention and Disposal:** Not determined.

#### **FUTURES Program Applicants and Participants**

**Location:** FUTURES Office. **Legal Authority:** Order in Council 701/85. **Information Maintained:** Name, address, sex, date of birth, racial heritage, mother tongue, Social Insurance Number, telephone, identification number, educational history, employment history, source of income, referrals to/from other agencies, test results, and employment placement and performance assessment records. **Uses:** Administer the FUTURES program; provide program statistics to the Ministry of Education and Training; generate management reports. **Users:** FUTURES program managers, placement officers, counsellors, academic staff involved in pre-employment preparation programs. **Individuals in Bank:** Youths who apply to or are enrolled in the FUTURES Program. **Retention and Disposal:** Variable up to eight years, then destroyed.

### Graduate and Alumni Records

**Location:** Alumni Office. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, sex, date of birth, telephone, parent's name and address, marital status, name of spouse, program and graduation information, student activities, further education, donations, employment status and description. **Uses:** Maintain a record of alumni for contact and communications, fundraising, and social activities. **Users:** Alumni Office staff, senior college staff. **Individuals in Bank:** Graduates and alumni. **Retention and Disposal:** Not determined.

### Health and Medical Records

**Location:** Health centre or division offering health sciences programs. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; Health Disciplines Act, R.S.O. 1990, c.H.4. **Information Maintained:** Name, address, telephone, OHIP number, record of physical examination, medical history, chest x-ray and immunization record (for health sciences students). **Uses:** Ensure health sciences students meet minimum health requirements for admission to clinical facility; record treatment of individuals using health centre services. **Users:** Health centre staff, health sciences program staff. **Individuals in Bank:** Students enrolled in health sciences programs, employees and students using health centre services. **Retention and Disposal:** Not determined.

### Innovation Centre Clients, Registrants and Users

**Location:** Innovation Centre. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; Ministry of Industry and Trade Act, S.O. 1982, c.31, s.3 and s.6. **Information Maintained:** Name, address, telephone, product or business information, patent information, drawings. **Uses:** Maintain a record of clients; register project, product, or business idea; provide statistical and other reports to the Ministry of Economic Development and Trade; maintain contact and communications with clients. **Users:** Innovation Centre staff. **Individuals in Bank:** Clients. **Retention and Disposal:** Not determined.

### Job Competitions and Applications

**Location:** Personnel/Human Resources Office. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Letters of application, resumes, competition documentation. **Uses:** Administer competitions and hirings. **Users:** Personnel/Human Resources staff, management staff. **Individuals in Bank:** Persons seeking employment. **Retention and Disposal:** Not determined.

### Ontario Basic Skills Program Trainees

**Location:** Ontario Basic Skills Office. **Legal Authority:** Order in Council 701/85. **Information Maintained:** Name,

trainee number, functional and academic level test results, academic and skills status assessment, training plan, evaluations, employment status upon leaving program, and Special Support Allowances application form which includes sex, date of birth, address, family status, source of income, and allowance eligibility assessment information. **Uses:** Administer the Ontario Basic Skills Program; provide program statistics to Ministry of Skills Development. **Users:** Ontario Basic Skills Program staff, academic faculty assigned to Ontario Basic Skills Program, Ministry of Education and Training (for program audit and Special Support Allowances program administration). **Individuals in Bank:** Program participants. **Retention and Disposal:** Six years, then destroyed.

### Ontario Training Incentive Program Trainees

**Location:** Ontario Skills Development Office. **Legal Authority:** Order in Council 701/85. **Information Maintained:** Name, address, sex, Social Insurance Number, education, employment status, occupation, OTIP subsidy participation agreement and claim forms, apprenticeship cards, and employer information. **Uses:** Determine eligibility for and entitlement to OTIP subsidy; administer OTIP program. **Users:** Training Support Services (Ministry of Education and Training). **Individuals in Bank:** Individuals in designated occupations who apply for OTIP subsidy, employers. **Retention and Disposal:** Six years, then destroyed.

### Ontario Student Assistance Program

**Location:** Financial Aid Office. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. **Information Maintained:** Name, Social Insurance Number, address, age, sex, marital status, residency status, education, employment history, income and assets of applicant, parents, sponsors, spouse. **Uses:** Determine eligibility for the Ontario Study Grant Plan, the Canada Student Loans Plan, or the Ontario Student Loans Plan. **Users:** Financial Aid Office staff, the Ministry of Education and Training. **Individuals in Bank:** Students seeking financial assistance. **Retention and Disposal:** Two years, then destroyed.

### Professional Development

**Location:** Personnel/Human Resources Office, Staff Development Office, academic divisions, and/or local managers' offices. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, classification, department, school, nature and duration of leave or other development program. **Uses:** Determine eligibility for professional development programs or leave. **Users:** Personnel/Human Resources staff, management staff. **Individuals in Bank:** Staff seeking professional development leave. **Retention and Disposal:** Not determined.



**Scholarships and Awards**

**Location:** Organization placement varies among colleges.

**Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770.

**Information Maintained:** Name, address, date of birth, student number, course/program information, scholarship/award criteria, evaluations. **Uses:** Determine eligibility for scholarship, bursary, fellowship, or award; publicize college awards and scholarships. **Users:** Financial Aid Office staff, Registrar's staff, academic/program staff, sponsor. **Individuals in Bank:** Students applying, nominated for or receiving award/scholarship. **Retention and Disposal:** Not determined.

**Student Appeals (disciplinary, administrative, academic)**

**Location:** Organization placement varies among colleges.

**Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770.

**Information Maintained:** Name, student number, program/year, appeal documentation. **Uses:** Document student appeal process. **Users:** Senior staff hearing appeals. **Individuals in Bank:** Students with appeals. **Retention and Disposal:** Not determined.

**Student Applications**

**Location:** Registrar's Office. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, date of birth, citizenship, address, telephone, marital status, secondary school/prior educational history, functional level test results, college/programs applied for. **Uses:** Determine eligibility for admission; document the admissions process. **Users:** Registrar's staff, academic staff. **Individuals in Bank:** Applicants. **Retention and Disposal:** Applicants not admitted - one year, then destroyed; applicants admitted - incorporated into Student Registration and Academic History bank.

**Student Athletics and Fitness Programs**

**Location:** Athletics Centre. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, address, student number, sports participation, general medical history, name of contact in case of emergency. **Uses:** Record student participation in organized sports and fitness programs; plan fitness/athletic programs; notification in case of emergency. **Users:** Athletic Centre staff, physical education staff. **Individuals in Bank:** Students participating in organized sports and fitness programs. **Retention and Disposal:** Not determined.

**Student Counselling**

**Location:** Counselling Office. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Name,

student number, referrals, record of counselling. **Uses:**

Assessing and referring students in need of counselling.

**Users:** Counselling staff. **Individuals in Bank:** Students seeking counselling. **Retention and Disposal:** Not determined.

**Student Registration and Academic History**

**Location:** Registrar's Office, Academic Divisions, and/or

local instructors' offices. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5;

R.R.O. 1990, Reg. 770. **Information Maintained:** Name, date of birth, address, student number, fees paid, co-op participation, cumulative academic record, achievements and awards, transcripts. **Uses:** Maintain a record of student registration and academic history; verify academic achievement; provide the Ministry of Colleges and Universities with statistical reports. **Users:** Registrar's staff, academic division/program/course staff. **Individuals in Bank:** Students. **Retention and Disposal:** 70 years after retirement or program completion, then destroyed.

**Teacher Workload Records (Standard Workload Form)**

**Location:** Personnel/Human Resources office and/or academic divisions. **Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, department, period covered, workload information. **Uses:** Ensure that teacher workload adheres to the provisions of the collective agreement. **Users:** Management staff, teachers. **Individuals in Bank:** Teachers. **Retention and Disposal:** Not determined.

**Tests, Examinations and Assessments**

**Location:** Academic divisions and/or instructors' offices.

**Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770.

**Information Maintained:** Name and/or student number, completed tests/examinations, marks. **Uses:** Assess academic standing and progress; document the testing and examination process. **Users:** Teaching staff. **Individuals in Bank:** Students. **Retention and Disposal:** Not determined.

**Vocational Testing and Counselling**

**Location:** Organizational placement may vary among colleges.

**Legal Authority:** Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19; R.R.O. 1990, Reg. 770. **Information Maintained:** Name, student number,

assessments, referrals. **Uses:** Assist student in determining vocation/profession; assist in admissions of mature students.

**Users:** Vocational counselling staff. **Individuals in Bank:** Students seeking vocational counselling. **Retention and Disposal:** Not determined.





### **III. MINISTRIES AND AGENCIES**





# AGRICULTURE, FOOD AND RURAL AFFAIRS

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## Head

Minister of Agriculture, Food and Rural Affairs  
11th Floor, 801 Bay Street  
Toronto, Ontario  
M7A 1A3  
(416) 326-3067

## Access

Freedom of Information and Privacy Coordinator  
6th Floor, 801 Bay Street  
Toronto, Ontario  
M7A 2B2  
(416) 326-3137

The Ministry of Agriculture, Food and Rural Affairs is one of the oldest ministries in the Ontario government. Prior to the formation of the Ontario Department of Agriculture in 1888, agricultural administration in Upper Canada was handled by a Board of Agriculture, later named the Bureau of Agriculture. In 1965, the bureau was renamed first the Department of Agriculture and Food and then the Ministry of Agriculture and Food, to reflect its key role in the food production system. In March 1994, the ministry expanded its mandate to include rural community development and became the Ontario Ministry of Agriculture, Food and Rural Affairs.

Today, the ministry's mission is to "foster an economically viable, environmentally sustainable agriculture and food system where the participants cooperate to meet the needs of the people of Ontario and to compete in global markets."

To achieve this goal, the ministry is organized into these major areas: Office of the Minister; Office of the Deputy Minister; Agricultural Division; Corporate Services Division; Education, Research and Laboratories Division; Food Industry Division; Policy and Farm Finance Division and Rural Development Division. All divisions are headed by an Assistant Deputy Minister and report to the Deputy Minister.

Agricultural Division has six components: Crop Technology, Farm Business Management, Leadership and Organization Development, Livestock Technology, Resources and Regulations and Field Services Delivery Offices.

Corporate Services Division has five branches: Human Resources, Audit Services, Financial Management, Information Technology Services, Relocation and

Administrative Services. It is also responsible for Freedom of Information and Privacy, French Language Services and the Investigation Unit.

Education, Research and Laboratories Division has six sections: Alfred College (French), Kemptville College, Ridgetown College, Horticultural Research Institute of Ontario, Agricultural and Food Laboratory Services and Veterinary Laboratory Services.

Food Industry Division has four branches: Food Industry Competitiveness; Market Development; Meat Industry Inspection; and Dairy, Fruit and Vegetable Industries Inspection.

Policy and Farm Finance Division has four branches: Policy Analysis, Policy and Program Coordination, Crop Insurance and Stabilization and Farm Assistance Programs.

Rural Development Division has three branches: Rural Development Secretariat, Land Use Planning and the Agricultural Museum.

The Farm Products Marketing Commission, the Crop Insurance Commission and the Farm Products Appeal Tribunal are each headed by a chairperson who reports to the Minister.

## Deputy Minister's Office

### Communications Branch

The Communications Branch supports ministry programs and policies by providing information in English and French to the media and the public through news releases, radio and television, educational videotapes, films, publications and exhibits.

The branch recommends communications policies for the ministry, provides communications support to the Minister and Deputy Minister and advises other branches on communications strategies.

### Common Records

Job Competitions and Applications  
Performance Management

### General Classes or Types of Records

Communications Research/Recommendations  
Corporate Publications  
Exhibits, Fairs, Trade Shows  
Film Library  
News Releases  
Photo Library  
Special Events

Special Events  
Speeches

### **OMAFRA Information Centre**

The OMAFRA Information Centre is a storefront operation for the Ministry of Agriculture, Food and Rural Affairs. It provides an information and referral service to the public in areas of general agriculture, food preparation and food safety. It distributes the ministry's technical and corporate publications, as well as Foodland Ontario material.

The centre is open Monday to Friday, 8:30 a.m. - 4:30 p.m.  
Phone lines are open from 8:15 a.m. - 5:00 p.m.

#### **General Classes or Types of Records**

Agriculture, Food and Nutrition  
Corporate Publications  
Technical Publications

### **Legal Services Branch**

The Legal Branch provides general legal services to the ministry, including interpretation of statutes and regulations, drafting legislation, preparation of orders in council, drafting of agreements and other legal documents, and offering legal opinions on a wide variety of matters. The branch also conducts prosecutions, assists in the conduct of civil litigation, represents the ministry before various tribunals and serves as counsel to a number of ministry boards.

#### **Common Records**

Job Competitions and Applications  
Litigation Files  
Ombudsman/Human Rights Commission  
Performance Management

#### **General Classes or Types of Records**

Contracts and Agreements  
Legal Opinions  
Legislation, Regulations and Orders-in-Council

## **Agriculture Division**

The Agriculture Division develops and delivers programs and services relating to competitive agriculture, environmental sustainability and rural development. It encourages farmers and other agri-food industry members to identify needs and opportunities, adopt new technologies and make sound business decisions. The division also helps organizations develop leadership skills of members and provides them with support to develop strategic and program planning.

The division is organized both by region and program area. Field service delivery is coordinated by 16 managers divided

between 4 provincial regions. Centrally located managers are responsible for program development in 4 areas: crops, livestock, farm business management and leadership and organization development. Field staff, located in offices across the province, deliver information and services related to the 4 technical program areas as well as environmental sustainability and rural community development.

#### **Common Records**

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Performance Management

### **Crop Technology and Southern Region**

Crop Technology manages the development of technology to support information and advisory services across the province for commercial crop producers. The management team focuses on field, horticultural and amenity crops; agroforestry; safe, effective use of pesticides and the Integrated Pest Management Program. It also manages all related issues and policies. Technology development stresses market-responsive, profitable crop production that respects good stewardship of farm land.

#### **Common Records**

Job Competitions and Applications  
Performance Management

#### **General Classes or Types of Records**

Agroclimatology Records  
Agroforestry Production  
Crop Management and Production Extension Information  
Crop Research Trial Results  
Elite Seed Potato Production Assistance Program  
Floriculture and Nursery Production  
Integrated Pest Management Program  
Nursery and Greenhouse Management and Production  
Seed Potato Upgrading and Distribution Program  
Weed Control

#### **Manuals**

Integrated Pest Management for Apple Orchards in Ontario  
Integrated Pest Management (onions/carrots/celery/lettuce in Ontario)

#### **Personal Information Banks**

Ontario Asparagus Production Incentive Program (discontinued 1988)

Location: Crop Technology and Southern Region. Legal Authority: Order-in-Council 1843/81. Program ended March 31, 1988. Information Maintained: Name, address, amount of grant approved and paid, crop inspection reports, number of acres approved, number of acres planted. Uses: Program ended March 31, 1988. Users: Inspectors, program



### Ontario Clingstone Peach Tree Planting Assistance Program (discontinued)

Location: Crop Technology and Southern Region. Legal Authority: Order-in-Council 1581/85. Information Maintained: Name, address, amount of grant approved and paid, number of trees planted by variety. Uses: Determine eligibility for grant; catalogue accumulated expenditures and audit. Users: Branch staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then transferred to archives.

## **Farm Business Management and Western Region**

Farm Business Management is responsible for the development of farm business management, marketing and general training and education programs. Working with producers, lenders, accountants, lawyers and other businesses that provide farm management or information technology expertise, the branch supports and develops the management and business decision-making skills of Ontario's farmers. The centrally located managers coordinate information delivery with field staff across the province.

The management team also supports the delivery of incentive and stabilization programs for farmers such as the Net Income Stabilization Account (NISA) and agricultural finance programs. It also assists in policy development relating to farm business management issues.

### **Common Records**

Job Competitions and Applications  
Performance Management

### **General Classes or Types of Records**

Agricultural Employment  
Farm Business Management  
Farm Family Advisor Program  
Farm Financial Management  
Field Staff Work Plans  
Health and Safety in Agriculture  
Ontario Farm Management Analysis Project  
Provincial Areas of Focus  
Taxation Specific to Agriculture

### **Personal Information Banks**

#### Farm Family Advisor Program - Client Referrals

Location: Farm Business Management and Western Region. Legal Authority: Orders-in-Council 2710/85 and 821/87. Information Maintained: Name, address, advisory agreement, final reports, financial information, referral form, releases, telephone number. Uses: Maintain information and forms for each referral to the program's board of directors and audit. Users: Ministry staff and advisers. Individuals in

Bank: Farmers in financial difficulty requesting and referred to an advisor. Retention and Disposal: Six years, then destroyed.

#### Ontario Farm Management Analysis Project

Location: Farm Business Management and Western Region. Legal Authority: Agriculture and Food Act, R.S.O. 1990, c.M.16, s.7. Information Maintained: Name, acres farmed, address, business analysis report, performance factors, production levels, value of assets and liabilities. Uses: Provide management information and comparisons. Users: Branch advisory staff and farm management record systems analyst. Individuals in Bank: Producers who submit records for analysis. Retention and Disposal: Ten years, then transferred to archives.

## **Leadership and Organization Development & Central & North Region**

Leadership and Organization Development coordinates the Ontario Ministry of Agriculture, Food and Rural Affairs' (OMAFRA) role in the 4-H, Master Gardener and Community Food Advisor volunteer programs.

This unit also coordinates ministry efforts to strengthen agricultural and rural organizations through facilitation and consultation services. Organizations receive support to help them identify issues, set priorities and shape their responses. The unit's management team administers the Agricultural and Horticultural Organizations Act and arranges partnership agreements with provincial rural organizations. In addition, unit staff supports the goals of rural community development and encourages individuals and organizations to promote public appreciation of the agri-food industry and rural Ontario.

### **Common Records**

Job Competitions and Applications  
Performance Management

### **General Classes or Types of Records**

4-H Program  
Agricultural Organizations  
Agricultural Societies  
Community Food Adviser Program  
Horticultural Societies  
Master Gardener Program  
Youth Activity Programs

### **Manuals**

4-H Resources (Members, Volunteers)  
Community Food Advisor Manuals  
Master Gardener Manuals



**Personal Information Banks**

4-H Members and Leaders/Volunteers

Location: Leadership and Organization Development & Central & North Region. Legal Authority: Ministry of Agriculture and Food Act, R.S.O.1990, c.M.16. Information Maintained: Members' names, addresses, awards received - leaders' names, dates of birth, parents' names, projects completed, projects led, sex, telephone numbers. Uses: Record 4-H members and leaders in each county/district; select awards/conference recipients; monitor 4-H enrolment; mailing list and audit. Users: Rural community advisors, field office administrative staff, local 4-H Associations. Individuals in Bank: Individuals enrolled as members or leaders. Retention and Disposal: Five years, then transferred to archives.

Agricultural and Horticultural Organizations

Location: Leadership and Organization Development & Central & North Region. Legal Authority: Agricultural and Horticultural Organizations Act, R.S.O. 1990, c.A.9; Corporation Information Act, R.S.O. 1990, c.C.39. Information Maintained: Name, address, financial information, grant requests. Uses: Maintain corporate status under legislation; determine eligibility for grant programs and audit. Users: Ministry administrative staff. Individuals in Bank: Directors and officers of societies and organizations. Retention and Disposal: Ten years, then destroyed.

Community Food Advisor Volunteers

Location: Leadership and Organization Development & Central & North Region. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Name, address, phone numbers, certification. Uses: To maintain program records and coordinate and train volunteers. Users: Program Coordinator and Site Coordinators. Individuals in Bank: Volunteers. Retention and Disposal: Duration of involvement.

Master Gardener Volunteers

Location: Leadership and Organization Development & Central & North Region. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Volunteers' names, addresses, training received, certification. Uses: To maintain program records and mailing lists. Users: Program Coordinator. Individuals in Bank: Program participants. Retention and Disposal: Duration of involvement.

**Livestock Technology and Eastern Region**

The Livestock Technology Branch is responsible for the development of technology relating to livestock management. It coordinates the province-wide delivery of training programs about animal and poultry management. Working cooperatively with field services staff, the group

promotes high-quality livestock production through the application of genetic, nutrition and animal health improvement technology programs. The livestock technology managers also work with farmers, input suppliers and processing businesses to respond to changing issues and markets to support sustainable and profitable livestock farms in Ontario.

**Common Records**

Job Competitions and Applications  
Performance Management

**General Classes or Types of Records**

Beef Ration Formulation  
Dairy Ration Formulation  
Sheep Flock Improvement  
Sheep Ration Formulation  
Swine Improvement Program  
Veterinary Designated Area Assistance Policy

**Manuals**

Breeders Handbook  
Livestock Manual  
Ontario Bull Evaluation Program - Factsheet

**Personal Information Banks**

Ontario Swine Herd Health Policy

Location: Livestock Technology and Eastern Region. Legal Authority: Order-in-Council 2341/82. Information Maintained: Name, address, herd health data, telephone number. Uses: Determine herd health status and audit. Users: Ministry/Health consultants, pork producers. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

Red Meat II, 1989 - March 1994

Location: Livestock Technology and Eastern Region. Legal Authority: Orders-in-Council 2704/84, 2705/84 and 2706/84. Information Maintained: Name, address, enrolment number, livestock data, payment data, telephone number. Uses: Determine eligibility for and amount of grant and audit. Users: Branch director, program manager, branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then transferred to archives.

Sheep Record of Performance Program

Location: Livestock Technology and Eastern Region. Legal Authority: Order-in-Council 1019/83. Information Maintained: Name, address, animal identification and performance information, record of performance number, telephone number. Uses: Report performance record to sheep owners and audit. Users: Program and advisory staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

## Resources and Regulations Branch

The Resources and Regulations Branch provides supporting expertise to the ministry, other agencies, farm organizations and farmers. It offers support in the areas of engineering, drainage, soil and water management, matters related to environment, sewage biosolids and waste utilization, raw milk quality, grain financial protection, apiculture, animal care, weeds and plant health.

The branch staff administers and supports regulations of a number of laws dealing with agriculture in Ontario, and participates in the development of policies related to these laws. The following is a list of the Acts (laws) administered by the branch: Abandoned Orchards, Agricultural Tile Drainage Installation, Animals for Research, Artificial Insemination of Livestock, Bees Act, Bull Owners Liability, Drainage, Farm Implements, Farm Practices Protection, Farm Products Grades and Sales Regulation 383 (Grain), Fur Farms, Grain Elevators Storage, Livestock Branding, Livestock Medicines, Milk Act Regulation 761 (Milk and Milk Products), Plant Diseases, Pounds Provincial Auctioneers, Riding Horse Establishment, Seed Potatoes, Tile Drainage, Topsoil Preservation, Weed Control.

### Common Records

Job Competitions and Applications  
Performance Management

### General Classes or Types of Records

Animal Welfare  
Animals for Research  
Apiaries  
Artificial Insemination of Livestock  
Branding of Livestock  
Dairy Industry  
Drainage  
Environmental Assessment  
Environmental Protection  
Farm Implements  
Farm Practices Protection Act (administrative files related to hearings under the Act)  
Fur Farms (licensing statistics)  
Grain Dealers  
Grain Elevator Storage  
Livestock (medicines, licensing)  
Nurseries Licences  
Provincial Auctioneers  
Raw Milk Tests  
Riding Horse Establishments  
Soil Management  
Soils Inventory  
Tile Drainage Licensing - Contractors  
Weed Control

### Manuals

Drainage Guide for Ontario (Publication 29)

Drainage Manual

Farm Practices Protection Board Reference Manual  
Handbook of Drainage Principles (Publication 73)  
Livestock Medicines Manual  
Livestock Medicines Vendors  
Manual for Bulk Tank Milk Graders

### Personal Information Banks

#### Abandoned Orchards

Location: Resources and Regulations Branch. Legal Authority: Abandoned Orchards Act, R.S.O. 1990, c.A.1. Information Maintained: Complainants' and defendants' names, addresses and telephone numbers. Uses: Determine whether or not a property is an abandoned orchard in order to take proper action to clean it up and audit. Users: Provincial entomologist, program manager, director supervisor, inspector. Individuals in Bank: Individuals submitting applications for action under the Act and those named as landowners of the problem orchard. Retention and Disposal: Ten years, then destroyed.

#### Agricultural Tile Drainage Installation Act - Licences

Location: Resources and Regulations Branch. Legal Authority: Agricultural Tile Drainage Installation Act, R.S.O. 1990, c.A.14. Information Maintained: Name, address, business name, machinery operated by tile contracting businesses. Uses: Establish eligibility for licences and audit. Users: Branch Staff. Individuals in Bank: Tile drainage contractors, operators of tile drainage machines. Retention and Disposal: Ten years, then destroyed.

#### Agricultural Tile Drainage - Loan Applicants

Location: Resources and Regulations Branch. Legal Authority: Tile drainage Act, R.S.O. 1990, c.T.8. Information Maintained: Name, address, contract number, details of loan agreement. Uses: Establish eligibility for loan and audit. Users: Branch Staff. Individuals in Bank: Owners of agricultural land. Retention and Disposal: Ten years, then destroyed.

#### Animals for Research Act

Location: Resources and Regulations Branch. Legal Authority: Animals for Research Act, R.S.O. 1990, c.A.22; R.R.O. 1990, Regs. 22, 23, 24 and 25. Information Maintained: Name, address, operator's name, telephone number. Uses: Regulate pounds, animal supply facilities and animal research facilities, and audit. Users: Operator, ministry animal care/regulatory program staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then transferred to archives.

#### Artificial Insemination Act

Location: Resources and Regulations Branch. Legal Authority: Artificial Insemination of Livestock Act, R.S.O. 1990, c.A.29. Information Maintained: Name, address, operator, telephone number. Uses: Regulate artificial insemination business to ensure sale of quality semen and



audit. Users: Ministry regulatory program staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years then transferred to archives.

#### Bee Inspectors

Location: Resources and Regulations Branch. Legal Authority: Bees Act of Ontario, R.S.O. 1990, c.B.6. Information Maintained: Name, address, correspondence, inspector number, payroll information, social insurance number, telephone number. Uses: Inspect honey bees for diseases and pests. Users: Provincial apiarist, director, secretaries. Restricted access to beekeepers and Human Resources. Public access to names, telephone numbers, addresses and territories of bee inspectors. Individuals in Bank: Individuals employed as bee inspectors by the ministry. Retention and Disposal: Seven years, then destroyed.

#### Beekeepers

Location: Resources and Regulations Branch. Legal Authority: Bees Act, R.S.O. 1990, c.B.6, R.R.O. 1990, Reg.57. Information Maintained: Name, address and telephone number of land owners of each hive location, number of hive locations, number of hives, records of inspection related to hive locations, telephone number. Uses: Provide bee inspectors with names of beekeepers and yard locations, and audit. Users: Provincial Apiarist, provincial bee inspectors. Individuals in Bank: Known beekeepers in the province. Retention and Disposal: Ten years, then transferred to archives.

#### Bulk Tank Milk Graders' Certificates

Location: Resources and Regulations Branch. Legal Authority: Milk Act R.S.O. 1990, c.M.12. Information Maintained: Name, holder number, date of issue, address, certificate number, date of expiry. Uses: Registry of certified graders for province. Identity of samplers with respect to milk test results. Users: Branch staff, laboratory staff. Individuals in Bank: Bulk tank milk truck operators. Retention and Disposal: Ten years, then transferred to archives.

#### Claims Against the Grain Corn and/or Soybean Funds

Location: Resources and Regulations Branch. Legal Authority: O. Reg. 651/84 and O. Reg. 652/84 under the Farm Products Payments Act, R.S.O.1990, c.F.10. Information Maintained: Claimant's name, address, dates and results of board meetings, details of claim (name, address, telephone number, contract number), file reference, listing of correspondence, stage of claim, status, telephone number. Uses: Maintain the details of claims made against the fund; produce statistical reports and calculations and audit. Users: Financial Protection Unit staff. Individuals in Bank: Grain, corn and/or soybean producers applying for compensation. Retention and Disposal: Six years, then destroyed.

#### Farm Implements Act - Complaints

Location: Resources and Regulations Branch. Legal Authority: Farm Implements Act, R.S.O. 1990, c.F.4. Information Maintained: Name, address of parties to the complaint, conclusion of investigation, make, model, progress reports of investigation by investigator, type and purchase date of farm implement involved, written description of complaint by the farmer or dealers. Uses: Resolve disputes concerning farm implements and audit. Users: Farm Implements Board and staff. Individuals in Bank: Farmers, farm implement dealers and distributors. Retention and Disposal: Ten years, then transferred to archives.

#### Farm Practices Protection

Location: Resources and Regulations Branch. Legal Authority: Farms Practices Protection Act, R.S.O.1990, c.F.6. Information Maintained: Name, address of complainant, nature of complaint and related farm operation information. Uses: Arrange hearing before the Farms Practices Protection Board, and audit. Users: Farms Practices Protection Board, administrative staff. Individuals in Bank: Applicants for hearings and related farm operators. Retention and Disposal: Fifteen years then moved to archives.

#### Fresh Milk Sample Analysis

Location: Resources and Regulations Branch. Legal Authority: Milk Act, R.S.O.1990, c.M.12. Information Maintained: Producer name, address, driver name, licence number, milk analysis, transporter. Uses: Supply composition test(fat) for payment to producer; supply quality tests, and audit. Users: Program staff, producers, Ontario Milk Marketing Board staff. Individuals in Bank: Milk producers. Retention and Disposal: Six years then destroyed.

#### Fur Farm Licences

Location: Resources and Regulations Branch. Legal Authority: Fur Farms Act, R.S.O. 1990, c.F.37. Information Maintained: Name, address, farm location, number and species of animal kept, ownership information. Uses: Identify and locate licensees and audit. Users: Branch administrative staff, program specialist, inspectors. Individuals in Bank: Fur Farmers. Retention and Disposal: Ten years, then transferred to archives.

#### Grain Dealers and Elevator Operators - Licensees

Location: Resources and Regulations Branch. Legal Authority: Grain Elevator Storage Act, R.S.O. 1990, c.G.10; Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8. Information Maintained: Names, addresses, business operations, financial statements, infraction reports, inspection reports, insurance documents, licensing records, physical facilities, storage inventories, telephone numbers. Uses: Determine eligibility for grain dealer's licence and grain elevator storage operator's licence, and audit. Users:



Branch director, program manager, inspectors, administrative staff. Licence status is public information. Individuals in Bank: Grain dealers, grain elevator operators. Retention and Disposal: Ten years, then transferred to archives.

#### Grain Dealers' Financial Information

Location: Resources and Regulations Branch. Legal Authority: Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8; O.Reg. 653/84, s.4(1) and 5. Information Maintained: Name, address, amount, banking and business details, dates of correspondence, expiry date, file reference, financial information for the last three periods, financial security type, status, telephone number, volume of purchases. Uses: Produce statistical reports; analyse the financial position of an applicant for the grain dealer's licence and audit. Users: Resources and Regulations staff. Individuals in Bank: Individuals engaged in the business of buying grain corn, canola and soybeans from Ontario producers. Retention and Disposal: Ten years, then transferred to archives.

#### Land Stewardship II - program ended 1993

Location: Resources and Regulations Branch. Legal Authority: Order-in-Council 3032/90. Information Maintained: Name, address, grant request date, location (lot) enrolment number, payment data, project data, telephone number. Uses: Determine eligibility for and amount of grant, and audit. Users: Program staff. Individuals in Bank: Grant Applicants. Retention and Disposal: Ten years, then transferred to archives.

#### Land Stewardship Program, 1987-1990

Location: Resources and Regulations Branch. Legal Authority: Order-in-Council 2035/87. Information Maintained: Name, address, enrolment number, grant request date, location, payment data, project data, telephone number. Uses: Program ended. Users: Program and Branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then transferred to archives.

#### Livestock Branding Act

Location: Resources and Regulations Branch. Legal Authority: Livestock Branding Act, R.S.O. 1990, c.L.21. Information Maintained: Name, address, brand symbol, species, location, position on body, telephone number. Uses: Register brands used to identify livestock. Users: Regulatory Program staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years then transferred to archives.

#### Livestock Medicines Act

Location: Resources and Regulations Branch. Legal Authority: Livestock Medicines Act, R.S.O. 1990, c.L.23. Information Maintained: Name, address, operator, telephone number. Uses: Regulate sale of livestock medicines and audit. Users: Regulatory Program staff. Individuals in Bank:

Applicants. Retention and Disposal: Ten years, then transferred to archives.

#### Nursery Stock Operators/Dealers - Licence Applications

Location: Resources and Regulations Branch. Legal Authority: Plant Diseases Act, R.S.O. 1990, c.P.14. Information Maintained: Name of nursery, applicant's name and address, business address, head office of nursery, locations of premises where plants are grown or offered for sale, ownership of nursery including names of all partners. Uses: Evaluate credentials for a licence; location of nurseries for disease control and audit. Users: Director, branch administrative staff, program manager, branch inspectors, provincial entomologist. Individuals in Bank: Licence applicants. Retention and Disposal: Two years, then destroyed.

#### Ontario Soil Conservation and Environmental Protection Assistance Program (OSCEPAP), 1983-1990

Location: Resources and Regulations Branch. Legal Authority: Orders-in-Council 680/83 and 167/86. Information Maintained: Name, address, enrolment number, grant request date, payment data, project data, telephone number. Uses: Program ended in 1990. Audit. Users: Program staff, branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

#### Ontario Weed Alert

Location: Resources and Regulations Branch. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Problem weed; name, address, telephone number of applicant. Uses: Identification of problem weeds and their distribution in Ontario. Users: Chief Inspector, ministry staff, applicants. Individuals in Bank: Applicants. Retention and Disposal: Not determined.

#### Ontario Weed Control Act

Location: Resources and Regulations Branch. Legal Authority: Ontario Weed Control Act R.S.O. 1990, c.W.5. Information Maintained: Name, address, noxious weeds, and reason for appeal, decision of Chief Inspector, weed orders with location and date to be destroyed. Uses: Appeals for orders to destroy noxious weeds and weed seeds. Users: Ministry staff, Chief Inspector. Individuals in Bank: Applicants. Retention and Disposal: Not determined.

#### Plant Disease Cases

Location: Resources and Regulations Branch. Legal Authority: Plant Diseases Act, R.S.O. 1990, c.P.14. Information Maintained: Name of claimant, applications for inspection for diseases and insects, correspondence, inspection reports, name of defendant, recommendations for cure of disease. Uses: Enforce the regulations under the Plant Diseases Act and audit. Users: Provincial entomologist, director, program manager, supervisor, inspector. Individuals in Bank: Persons submitting petitions

for the establishment of a plant-disease control area and those named as the landowners of the problem orchard or vegetable acreage. Retention and Disposal: Ten years, then destroyed.

Processing Vegetable Dealers' Financial Information 1984-1992

Location: Resources and Regulations Branch. Legal Authority: Farm Products Marketing Act, R.S.O. 1990, c.F.9; O.Reg. 388/80. Information Maintained: Name, address, amount, business details, dates of correspondence, expiry date (if provided), file, financial information, financial security type, licence status, reference, telephone number, volume of purchases. Uses: Produce statistical reports; analyze the financial position of an applicant for a licence to purchase vegetables for processing and audit. Users: Branch program staff. Individuals in Bank: Licence applicants. Retention and Disposal: Complaints kept 10 years then transferred to archives. Inspections kept 12 years and destroyed, investigations kept for 9 years and destroyed.

Producer Challenges to Raw Milk Test Results

Location: Resources and Regulations Branch. Legal Authority: Milk Act, R.S.O 1990 c.M.12. Information Maintained: Name, address, correspondence, decision of appeal, penalty levied, producer number, record of appeal. Uses: Record the outcome of producer challenges to raw milk test results and audit. Users: Director, Program Manager. Individuals in Bank: Producers challenging raw milk test results. Retention and Disposal: Twenty-five years, then archived.

Riding Horse Establishments Act

Location: Resources and Regulations Branch. Legal Authority: Riding Horse Establishments Act, R.S.O. 1990, c.R.32. Information Maintained: Name, address, operator, telephone number. Uses: Regulate riding horse establishments and audit. Users: Ministry animal care/regulatory staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then transferred to archives.

**Services Delivery - Field Offices for Ministry Branches**

Field staff located across the province deliver programs in the areas of crop technology, livestock technology, farm business management and leadership and organization development, as well as environmental sustainability and rural development. The Resources and Regulations Branch is responsible for environmental sustainability and agricultural regulations. The Rural Development Division is responsible for rural development initiatives.

**General Classes or Types of Records**

Client Consultation and Program Delivery

**Personal Information Banks**

Farmer Consultation Records

Location: Services Delivery - Field Offices for Ministry Branches. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Name, acres owned, acres rented, address, business analysis reports, crops and livestock produced, farming objectives and personal goals, feed analysis reports, may include soil test reports, names of family members, net income history, net worth, suggested procedures for obtaining desired objectives, value of assets and liabilities. Uses: Provide farm management and estate planning advisory services and audit. Users: Agricultural representative, advisory personnel in field offices. Individuals in Bank: Farmers requesting advice. Retention and Disposal: Two years after farmer retires, then destroyed.

**Corporate Services Division**

The Corporate Services Division provides a number of administrative support services to other ministry branches. The Corporate Services Division provides advice, assistance and financial, technical, and human resource expertise to ministry staff; develops functional administrative and human resources policies and procedures in conjunction with each ministry branch, and helps to introduce policies and ensure they are being followed; provides financial planning and audit services; administers information technology; provides accommodation and central administrative services such as mail, purchasing, fleet, accounting and payroll services; and maintains contacts with central government agencies.

**General Classes or Types of Records**

Employment Systems Review - Report and Recommendations

**Audit Services Branch**

The Audit Services Branch provides management with assurance and consultative advice to support the responsible use of ministry resources. This is achieved by conducting financial, compliance, management and information systems audits on ministry programs, branches and its agencies, boards and commissions.

The branch provides consultation and advice to managers on the appropriateness and auditability of controls on information systems and programs under development.

Special reviews and investigations are also conducted.

**Common Records**

Performance Management



## **General Classes or Types of Records**

### **Audit Records**

#### **Manuals**

Audit Services Branch Manual

## **Financial Management Branch**

The Financial Management Branch is responsible for financial planning and operations.

The Financial Planning section offers financial and management support at the corporate level for estimates preparation, preparation and management of budget requests, as well as the coordination of the results management process and financial management and accountability processes. The section also functions as a liaison with Management Board of Cabinet, Ministry of Finance and other ministries on financial and administrative matters.

The Financial Information and Control section is responsible for the preparation of monthly and ad hoc financial reports, analysis of expenditures, monitoring of budgets, preparation of in-year budget adjustments and control of ministry appropriations.

The Financial Operations section coordinates financial processing and reconciliation, purchasing services and policy coordination.

#### **Common Records**

Employee Personnel, Payroll and Benefits Records  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts

#### **General Classes or Types of Records**

Financial Processing and Reconciliation  
Financial Submissions and Estimates  
Purchasing Records

#### **Manuals**

Policy and Procedures Manual

## **Freedom of Information and Privacy**

The Freedom of Information and Privacy unit is responsible for the administration of the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. The unit responds to all access requests, provides advice and support on access and privacy matters related to the Act, promotes compliance with the Act's privacy requirements for collecting and handling personal information, reviews ministry forms and provides training for ministry employees.

The unit also helps members of the public who request general records, personal information or the correction of personal information held by the ministry or its agencies. Inquiries about the Act and how to make a request should be directed to the unit at (416) 326-3137.

#### **Common Records**

Freedom of Information and Protection of Privacy Act Requests  
Performance Management

#### **General Classes or Types of Records**

FOIP administration files  
Orders and reference material  
Training material

## **French Language Services**

The French Language Services coordinator provides guidance and assistance to all levels of management relating to the planning, effective delivery and monitoring of programs, activities and services in French, within the ministry's guidelines.

The coordinator acts as the Deputy Minister's adviser on the provision of French language services, keeping informed of the needs and concerns of the Franco-Ontarian community, communicating the information to the Deputy Minister and the ministry and making constructive recommendations.

#### **General Classes or Types of Records**

French Language Services

## **Human Resources Branch**

The Human Resources Branch is responsible for the establishment of ministry human resources policies and procedures, management information, appropriate classification and compensation levels for all employees, staff recruitment, benefits counselling, occupational health and safety, human resources planning, staff relations, personnel, payroll and employee benefit records, all matters affecting working conditions and performance including coordination of the redeployment program and support of surplus employees. The branch works mainly in an advisory capacity with senior management and all line managers whose primary task is human resources matters within the units. It also serves as a liaison with the Management Board Secretariat and Ontario public service employees' bargaining agents.

#### **Common Records**

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records



Employment Application Inventory  
General Employment History and Payroll Information  
Grievances and Applications  
Job Competitions and Applications  
Medical Information (Personnel)  
Performance Management  
Professional Development  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

**Manuals**  
OMAF Human Resources Policies and Procedures

**Personal Information Banks**

Staff Training and Development  
Location: Human Resources Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.45. Information Maintained: Employee name, agreements on conditions of accepting repayable awards, authorization for staff development forms, course/degree/diploma certificates, degrees and transcripts, instructor's contracts, nomination forms for educational programs, request/approvals for educational leaves of absence, requests for staff development forms. Uses: Record employees' training and development, and audit. Users: Human Resources director, manager and advisors, staff development specialist, payroll supervisor and payroll/accounts staff. Individuals in Bank: Ministry employees. Retention and Disposal: Two years, then destroyed.

**Information Technology Services**

The Information Technology Services Branch provides a wide range of information technology services to all programs in the Ministry of Agriculture, Food and Rural Affairs. It develops and maintains new systems and computer applications. In addition, the branch provides analysis, design and implementation services for word processing and office automation, coordinates the purchase and introduction of telecommunications systems, and arranges upgrades of equipment.

**Common Records**  
Job Competitions and Applications  
Performance Management

**Personal Information Banks**

Applicants to Ministry Programs - Central Registry  
Location: Information Technology Services. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Name, address, enrolment numbers, record of applications to programs, telephone number. Uses: Produce a database for new programs; cross-reference applicants between programs and

audit. Users: Staff responsible for administering various programs. Individuals in Bank: Applicants to ministry programs. Retention and Disposal: One year, then destroyed.

**Investigation Unit**

The Investigation Unit provides a comprehensive investigation service to the ministry and its clients to ensure effective investigation and enforcement activity province-wide on statutes administered by the ministry.

**Common Records**  
Performance Management

**General Classes or Types of Records**  
Investigation Files

**Personal Information Banks**

Investigation Unit - Agricultural Investigation Files  
Location: Investigation Unit. Legal Authority: Abandoned Orchards Act, R.S.O. 1990, c.A.1; Beef Cattle Marketing Act, R.S.O. 1990, c.B.5; Dead Animal Disposal Act, R.S.O. 1990, c.D.3; Edible Oil Products Act, R.S.O., 1990 c.E.1; Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8; Livestock and Livestock Products Act, R.S.O. 1990, c.L.20; Livestock Community Sales Act, R.S.O. 1990, c.L.22; Meat Inspection Act, R.S.O. 1990, c.M.5; Milk Act, R.S.O. 1990, c.M.12; Oleomargarine Act, R.S.O. 1990, c.O.5; Criminal Code of Canada. Information Maintained: Name, address, age information on suspected offenders, breaches of government financial assistance programs, charges, convictions, licence regulations. Uses: Maintain information for current and future investigations, and audit. Users: Chief investigator and staff. Individuals in Bank: Persons or companies suspected of violating the Acts and programs administered by the ministry. Retention and Disposal: Ten years, then destroyed.

**Relocation and Administrative Services Branch**

The Relocation and Administrative Services Branch provides administrative and facility management services to the ministry, as well as relocation services.

Administrative services include records retention scheduling, file classification, forms management, mail distribution services, a publications warehouse, high-volume copying and automobile fleet management.

Facilities management services include property management, office accommodation, space management, asset management, special equipment installations and office furniture/equipment relocations, and employee and building security.

Relocation services include managing the relocation of the ministry's Toronto head office functions and employees to Guelph, the consolidation of existing administrative facilities in Guelph and the distribution of project-related information to ministry staff, the general public and the ministry clients.

Following the ministry head office relocation in mid-August, 1996, the new address will be 1 Stone Road West, Guelph, Ontario, Canada N1G 4Y2.

#### **Common Records**

Identity/Employee Card  
Job Competitions and Applications  
Library Users Lists  
Parking Records  
Performance Management

#### **General Classes or Types of Records**

Assets, Fleet and Accommodation  
Facilities and Administrative Services  
Records Management  
Relocation Services

#### **Manuals**

Emergency Procedures Manual  
Guelph Development Project

### **Education, Research and Laboratories Division**

The Education, Research and Laboratories Division head office coordinates policy in the areas of agriculture and food research, education and laboratory services. It provides administrative support to the Agricultural Research Institute of Ontario, including publication of the Agri-food Research in Ontario magazine and the ARIO annual report. The office administers the contract with the University of Guelph for provision of agri-food research and education programs, and the operation of six research field stations. It also provides administrative support to the Ontario Agricultural Services Coordinating Committee. The office coordinates and provides administrative support for diploma and continuing education programs in agricultural- and food-related topics. The office maintains a registry of all ministry-funded research projects, conducts competitions for special research programs and coordinates program activity. It also provides administrative support to the Assistant Deputy Minister.

#### **Common Records**

Job Competitions and Applications

### **Agricultural and Food Laboratory Services Branch**

The Agricultural and Food Laboratory Services Branch administers the following six laboratory functions:

The Food Chemistry Laboratory analyses all raw milk samples and reports results to the Dairy Farmers of Ontario, which determines payment to producers.

The Food Microbiology Laboratory provides microbiological testing on a wide variety of food samples submitted through the ministry inspection branches. Through organoleptic (sensory) testing, scientific techniques are used to measure the reaction and interaction of our senses to food.

The Pesticide and Trace Contaminants Laboratory provides chemical analytical service for the detection and measurement of residues of pesticides (i.e., insecticides, herbicides, fungicides, acaricides, nematocides), industrial pollutants and heavy metals in foods, plants, animals, fish, wildlife, soils, water and human tissues. Veterinary toxicology services are provided in support of veterinarians and the livestock industry.

The Pest Diagnostic Clinic provides a service for the identification of insects, plant diseases and weeds upon receipt of carefully packed samples.

The Nutrient Analysis Laboratory is a reference laboratory and operates the accreditation program for private laboratories, analysing farm and home soils, greenhouse media and animal feeds for nutrients.

The Safety Response unit coordinates the ministry's emergency response for food quality and safety issues on a 24-hour basis. The office also deals with other agriculturally related issues after regular office hours.

#### **Common Records**

Job Competitions and Applications  
Performance Management

#### **General Classes or Types of Records**

Laboratory Records

#### **Personal Information Banks**

##### **Fresh Milk Sample Analysis**

Location: Agricultural and Food Laboratory Services Branch. Legal Authority: Milk Act, R.S.O. 1990, c.M.12. Information Maintained: Transporter, Producer name, address, driver, D.F.O. licence number, milk analysis. Uses: Supply composition test (fat) for payment to producer; supply quality tests and audit. Users: Dairy Farmers of



Ontario (D.F.O.). Individuals in Bank: Milk producers.  
Retention and Disposal: Six years then destroyed.

#### Pest Injury Data

Location: Agricultural and Food Laboratory Services Branch. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Name, address, description of problem, laboratory findings, recommendations. Uses: Identify insects, weeds, plant diseases; recommend control measures and audit. Users: Clinic administrative staff, program specialists. Individuals in Bank: General public submitting relevant specimens for analysis. Retention and Disposal: Seven years, then destroyed.

#### Pesticide and Trace Contaminants

Location: Agricultural and Food Laboratory Services Branch. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Name, address, age, farming practices, medical history, occupation, sex, telephone number. Uses: Monitor, survey and research the effects of pesticide residue in agriculture and the environment, and audit. Users: Laboratory administrative staff, program specialists, plant and animal extension staff. Individuals in Bank: General public, farming community. Retention and Disposal: Seven years, then destroyed.

### **Colleges of Agricultural and Food Technology**

The colleges and the University of Guelph offer training and education diplomas in livestock technology, dairy technology, field crops production, fruit and vegetable production, agricultural business management, equine technology, agricultural machinery technology, agribusiness management, ornamental horticulture, food service management and veterinary technology. French language distance courses are offered through Alfred College. Training courses for dairy manufacturers, farm equipment mechanics, and dairy and swine herdworkers are also provided by the colleges. They conduct agricultural research for the ministry, including studies on livestock, poultry, field crops, horticultural crops, maple syrup, soils, food and nutrition, economics and marketing. For policy matters, please contact this ministry's Education, Research and Laboratories Division, Guelph N1H 8J7, 519-767-3601. Refer to individual college listings for addresses and phone numbers.

#### **Common Records**

Co-op, Work Term, Final Job Placements  
Employment Application Inventory  
FUTURES Program Applicants and Participants  
Graduate and Alumni Records  
Job Competitions and Applications  
Library Users Lists  
Ontario Student Assistance Program

Performance Management  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Tests, Examinations and Assessments

#### **General Classes or Types of Records**

Agricultural Research  
Ontario Crop Introduction and Expansion Program Reports

#### **Personal Information Banks**

##### Colleges of Agricultural Technology - Admissions

Location: Colleges of Agricultural and Food Technology.  
Legal Authority: Ministry of Agriculture and Food Act, R.S.O., 1990, c.M.16. Information Maintained: Name, Ontario Student Assistance Program participants, academic transcripts (past education history), address, age, date of birth, disciplinary problems, education, marks, names of parents, sex, social insurance number, telephone number, work history. Uses: Record academic standing; plan future academic programs; accommodation; financial assistance. Users: College administrative staff. Teachers have access to their own students records. Individuals in Bank: Students. Retention and Disposal: Fifty years after student separates from college, then transferred to archives.

### **Alfred College of Agriculture and Food Technology**

Alfred College offers French language diploma programs in Food Technology, Agricultural Technology and Agriculture and International Development. Emphasis in the Agricultural Technology program is in Dairy Management, Horticulture and Agriculture and International Development. French language correspondence courses in agriculture and horticulture are also offered through the college's "Teleformation" program, and continuing education courses are made available to the farm population to help upgrade their skills. Other "made-to-order" activities from Agriculture Awareness Summer Camps to programs for agri-food professionals are developed to meet client needs. Research activities are mainly in agricultural engineering, related to water quality and the environment and crop variety; and production demonstrations in field crops and horticulture are implemented each year. The college dairy herd provides practical experience opportunities for students and demonstrations of production technology to local producers.

The Alfred College library is unique as it is the major source of French language agri-food information in Ontario. The college has about 25,000 resource documents (both French



and English) and some 3,000 videos (mostly in French) on the subjects of agriculture, food service management and international development. In addition to students and staff, local residents also have access to the facilities.

## Kemptville College of Agricultural Technology

Kemptville College offers residential education and training programs at the certificate and diploma levels. Diploma programs are currently offered in Food and Nutrition Management, Landscape Horticulture and Agriculture (with specializations in Equine Studies, Dairy Cattle Systems or Field Crops and Livestock Production and Management). An agricultural Journalism Diploma Program is offered in cooperation with Loyalist College, Belleville. Certificate programs are offered for Farm Equipment Mechanics, Diesel Mechanics and associated trades as well as two equestrian certificate programs in English and western riding disciplines. A broad range of short industry-training courses for dairy processing, advisory personnel, food and agricultural industry personnel are offered by Kemptville College. Agricultural research is conducted for the ministry as well as industry in the areas of livestock, field crops, horticultural crops, soils, food and nutrition, economics, marketing and engineering. Research is conducted at: Kemptville College, New Liskeard Agricultural Research Station, Thunder Bay Agricultural Research Station, Winchester Research Station and Emo Agricultural Research Station.

### Manuals

Kemptville College Calendar

### Personal Information Banks

#### Student Records

**Location:** Kemptville College of Agricultural Technology.  
**Legal Authority:** Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. **Information Maintained:** Graduate and alumni health records, scholarship awards, student academic assessment, student applications, student counselling. **Uses:** Monitor student progress and maintain students' academic achievement. **Users:** Students (own record), staff.  
**Individuals in Bank:** Students of Kemptville College of Agricultural Technology - past and present. **Retention and Disposal:** 50 years then archived.

## Ridgetown College of Agricultural Technology

Ridgetown College offers diploma programs in Agriculture, Horticulture and Veterinary Technology. New computer facilities, practice laboratories and a strategic location in the heartland of Ontario agriculture offer students both technological and hands-on training. The college has facilities for up to 350 students with 35 teaching staff - this

allows students to benefit from an "open-door" policy and personal attention. Ridgetown College has an excellent resource library, individual job placement assistance and career counselling programs. Extensive scholarships and awards programs for junior and senior students are available.

Diploma programs are all two years in duration (4 terms total). Students may study either full- or part-time. Both venues give students theoretical and practical experience in the following six majors: Agribusiness Program, Field Crops Program, Fruit and Vegetable Program, Livestock Program, Horticultural Program (landscape, nursery and greenhouse management), and Veterinary Technology Program.

Ridgetown College also offers continuing education courses, conference services and agricultural awareness programs.

### General Classes or Types of Records

Ontario Farm Input Monitoring Project  
Ridgetown College - Agricultural Videos

### Manuals

Grower Pesticide Safety Course Manual  
Operating Your Field Sprayer Manual  
Pesticide Vendor Certification Course Manual  
Turf, Tree and Landscape Pesticide Safety Manual

### Personal Information Banks

#### Ontario Pesticide Education Programme - Grower Pesticide Safety Course

**Location:** Ridgetown College of Agricultural Technology.  
**Legal Authority:** Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. **Information Maintained:** Name, address, crops grown, examination date, examination mark, examination retry (if failed), farm type, secondary type, telephone number, where examination was taken. **Uses:** Record certification status of agricultural producers; distribute updated information to pesticide safety course participants, and audit. **Users:** College administration staff, Ministry of the Environment. **Individuals in Bank:** Course participants. **Retention and Disposal:** Permanent.

#### Ontario Pesticide Education Programme - Pesticide Vendor Certification Course

**Location:** Ridgetown College of Agricultural Technology.  
**Legal Authority:** Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. **Information Maintained:** Name, Ministry of Environment licence number, address and telephone number, company name, course date, course mark, examination retry (if failed). **Uses:** Record certification status of pesticide vendors; distribute update information to pesticide safety course participants, and audit. **Users:** College administration staff, Ministry of the Environment. **Individuals in Bank:** Course participants. **Retention and Disposal:** Permanent.

**Horticultural Research Institute of Ontario**

The Horticultural Research Institute conducts horticultural research, including studies on soils and crops to improve production efficiency, develop new varieties and develop new storage and food-preservation procedures. Studies are done on tree fruit, table and wine grapes, field-grown vegetables including mushrooms, greenhouse vegetables and flower crops, and ornamental plants. The institute provides propagating material (cuttings, budwood, etc.) to growers and nurseries. The institute serves farmers, ornamental-plant growers, and food and beverage processors. Research is conducted at these locations:

Horticultural Research Institute of Ontario - Vineland;  
Horticultural Products Laboratory - Vineland; Muck  
Research Station - Kettleby; Horticultural Experiment  
Station - Simcoe.

**Common Records**  
Performance Management

**General Classes or Types of Records**  
Horticultural Research Institute of Ontario Research Reports

**Veterinary Laboratory Services Branch**

The Veterinary Laboratory Services Branch operates three laboratories that offer diagnostic, investigative, consultative and extension services to the livestock industry and veterinary practitioners. Carcasses and specimens from animals and poultry are submitted by veterinarians and farmers, and tests are made to determine the cause of disease. The branch administers the Ontario Hatchery Supply Flock Policy, which involves monitoring procedures to control disease of poultry.

**Common Records**  
Performance Management

**General Classes or Types of Records**  
Laboratory Services  
Veterinary Laboratory Services Medical Case Records

**Manuals**  
Ontario Supply Flock Policy Manual  
Veterinary Laboratory Services User's Manual

**Food Industry Division**

The Food Industry Division serves as the "single window" to government for the food industry, including producers, processors, retailers and food service. The division is responsible for ensuring the implementation of the long-term food processing development strategy and for the development of a comprehensive provincial food regulatory

strategy. It is responsible for expanding Ontario food and agricultural sales in export and domestic markets, and providing support to the processing industry through technology transfer, joint ventures and investor attraction. The wholesomeness of food products is ensured through the regular inspection of food products at food processing plants and other points in the distribution chain. Quality assurance is maintained through the enforcement of grade standards and the financial interests of livestock producers are protected through a financial protection program. The Food Industry Division is comprised of the Food Safety and Quality Coordination unit and four branches: Food Industry Competitiveness; Market Development; Dairy, Fruit and Vegetable Industries Inspection and Meat Industries Inspection.

**Dairy, Fruit and Vegetable Industries Inspection Branch**

The Dairy, Fruit and Vegetable Industries Inspection Branch regulates the inspection and grading of 25 fruits and vegetables, in addition to flue-cured and burley tobacco, honey, maple syrup and Christmas trees. The branch offers technical advice to growers and producers; informs the public about marketing and sales standards of fruit, vegetables, honey and maple products; provides market reports on seasonal crops; and, through a third party grading program, maintains orderly marketing between producers and processors through enforcement of marketing board quality standards.

Additional responsibilities include licensing operators of controlled-atmosphere storages, packers of apples from such storages and dealers in fruit and vegetables. The branch also undertakes programs to ensure that milk marketed in Ontario is produced under acceptable sanitary conditions and meets health, safety and quality standards. Responsibilities include licensing, training and inspecting milk and cream graders and testers; licensing, regulating and inspecting plants manufacturing milk products, margarine and edible oils; licensing and regulation of all distributors of fluid milk products. Milk utilization audits are conducted on a regular basis. The branch also monitors consumer packages for composition and fill control. For more information, contact this branch or the ministry's field services offices.

**Common Records**  
Performance Management

**General Classes or Types of Records**  
Crop Survey of Bradford Marsh Area  
Dairy Industry  
Dairy Plant Audits  
Dairy Plant Inspection Reports and Hearings  
Dairy Plant Licenses and Applications  
Edible Oil Products Licenses and Applications



Fruit and Vegetable Industry  
 Inspection Services  
 Investigation Reports  
 Maple, Honey Products  
 Non Shopkeeper Distributor Applications, Inspection reports  
 and Licences  
 Oleomargarine Licenses and Applications  
 Packaging  
 Physical Plant Standards (Dairy Plants)  
 Processing Quality Control  
 Storage Quality Control  
 Technical Courses (Quality Control)

### Manuals

Dairy Inspection - Field Manual and Directives  
 Fruit and Vegetable Inspection - Directives  
 Fruit and Vegetable Inspection - Grade Standards and  
 Packing Manuals  
 Fruit and Vegetable Inspection - Horticultural Commodities  
 Program Manuals  
 Milk Utilization - Audit Manual  
 Milk Utilization Analyst training manual

### Personal Information Banks

#### Controlled-Atmosphere Operator/Packer - Licence Applications

Location: Dairy, Fruit and Vegetable Industries Inspection  
 Branch. Legal Authority: Farm Products Grades and Sales  
 Act, R.S.O. 1990, c.F.8. Information Maintained: Name,  
 address, business name, partners' name and address,  
 telephone number, title of official if applicant is a  
 corporation. Uses: Evaluate criteria for a licence. Users:  
 Director and branch administrative staff, program manager,  
 district supervisors and inspectors. Individuals in Bank:  
 Applicants. Retention and Disposal: Seven years, then  
 destroyed.

#### Dairy Inspection - Certificate Holders

Location: Dairy, Fruit and Vegetable Industries Inspection  
 Branch. Legal Authority: Milk Act, R.S.O. 1990, c.M.12.  
Information Maintained: Name of certificate holder, address,  
 certificates held, employer, inspection data. Uses: Monitor  
 inspections; maintain and issue certificates; and audit. Users:  
 Dairy, Fruit and Vegetable Industries Inspection Branch  
 staff. Individuals in Bank: Graders and testers of dairy  
 products. Retention and Disposal: Seven years, then  
 destroyed.

#### Fresh Fruit and Vegetable Dealers - Licences

Location: Dairy, Fruit and Vegetable Industries Inspection  
 Branch. Legal Authority: Farm Products Grades and Sales  
 Act, R.S.O. 1990, c.F.8. Information Maintained: Names  
 and addresses of principals in unincorporated companies,  
 Applicant's name and address, business operating name,  
 telephone number. Uses: Evaluate criteria for a licence.  
Users: Director, branch administrative staff, program

manager, district supervisors, inspectors. Select information  
 to growers of fresh fruit and vegetables, and marketing  
 boards. Individuals in Bank: Licence applicants. Retention  
 and Disposal: Seven years, then destroyed.

#### Fruit and Vegetable Grading - Certificate Holders

Location: Dairy, Fruit and Vegetable Industries Inspection  
 Branch. Legal Authority: Farm Products Grades and Sales  
 Act, R.S.O. 1990, c.F.8. Information Maintained: Name and  
 address of grower, processor or receiver, name of grader,  
 quality and/or defects in the sample, quantity delivered per  
 load. Uses: Operational record of grading services  
 performed which may be used in determining the price paid  
 to growers and audit. Users: Administrative staff, district  
 supervisors, branch inspectors, ministry investigator, actual  
 grower/receiver of each certificate. Individuals in Bank:  
 Growers delivering products, subject to grading by branch  
 inspectors or graders. Retention and Disposal: Ten years,  
 then destroyed.

#### Fruit and Vegetable Inspection Certificates

Location: Dairy, Fruit and Vegetable Industries Inspection  
 Branch. Legal Authority: Farm Products Grades and Sales  
 Act, R.S.O. 1990, c.F.8. Information Maintained: Name and  
 address of grower, receiver and processor, commodity,  
 grade declared, name of inspector, number of packages,  
 packer's name and address, quality and condition of  
 produce, reason for requested inspection. Uses: Operational  
 record of requested inspection services performed which  
 provides growers, processors or receivers with confirmation  
 of condition/quality of produce before and/or after shipping  
 and audit. Users: Director, administrative staff, district  
 supervisors, branch inspectors, accounts receivable, client  
 receiving certificate. Individuals in Bank: Growers  
 delivering products subject to inspection by branch  
 inspectors. Retention and Disposal: Seven years, then  
 destroyed.

#### Fruit and Vegetable Inspection - Detentions and Releases

Location: Dairy, Fruit and Vegetable Industries Inspection  
 Branch. Legal Authority: Farm Products Grades and Sales  
 Act, R.S.O. 1990, c.F.8. Information Maintained: Name and  
 address of person in possession, markings re name and  
 address of packer, number involved, reasons for  
 detention/release, type of product. Uses: Operational record  
 used to detain and release farm products; identify offenders;  
 support evidence in legal proceedings and audit. Users:  
 Administrative staff, director, program manager, district  
 supervisors, branch inspectors, ministry investigators.  
Individuals in Bank: Individuals whose products are  
 detained under the Farm Products Grades and Sales Act.  
Retention and Disposal: Ten years, then transferred to  
 archives.

#### Fruit and Vegetable Inspection - Violations

Location: Dairy, Fruit and Vegetable Industries Inspection  
 Branch. Legal Authority: Farm Products Grades and Sales



Act, R.S.O. 1990, c.F.8. Information Maintained: Name/address of violator of the Farm Products Grades and Sales Act, evidence, nature and details of the offence, statements and staff reports. Uses: Identify offenders and record offences and audit. Users: Administrative staff, director, program manager, district supervisors, branch inspectors, ministry investigators. Individuals in Bank: Violators of the Farm Products Grades and Sales Act. Retention and Disposal: Ten years, then transferred to archives.

#### Horticultural Inspection Report

Location: Dairy, Fruit and Vegetable Industries Inspection Branch. Legal Authority: Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8. Information Maintained: Name and address of facility inspected, certificate number, commodity, detention number, disposition of product, infraction, inspector's name, origin, packer's name and address, quantity. Uses: Operational record of inspection services performed, which provides the facility with a record of quality/condition of produce at that location at time of inspection and audit. Users: Director, administration staff, district supervisors, branch inspectors, client receiving report. Individuals in Bank: Owner/operator of facility inspected. Retention and Disposal: Ten years, then transferred to archives.

### **Food Industry Competitiveness Branch**

The Food Industry Competitiveness Branch consists of two units. The Client Account Unit provides a "one-window" source of information on programs and services available to assist clients to improve their competitiveness and sustain investment. It also advocates on behalf of Ontario's food processing industry within government to promote a favourable business climate. The Service Delivery Unit develops, recommends, implements and manages service delivery programs which include investment assistance, technology adaptation, cooperatives/strategic alliances and industry analysis/research. The Client Account Unit advises food processing companies, marketing co-ops, grocery retailers and food service businesses on research and development, technology transfer, training, sourcing suppliers and building partnerships. Services are provided through a system of client account management whereby individual officers have specific, sectoral and client assignment. The Service Delivery Unit focuses on continually improving the delivery of existing programs provided by the Food Industry Competitiveness Branch. It is also the branch's primary information and analytical resource.

#### **Common Records**

Performance Management

#### **General Classes or Types of Records**

Food Industry

Food Processing  
Grocery Retailers  
Marketing Cooperatives

### **Food Safety and Quality Coordination Unit**

The Food Safety and Quality Coordination Unit's role is to monitor, advise and coordinate policy and program development in a coordinated approach with other ministries, and to provide a strategic and dynamic food inspection environment in Ontario and Canada that maintains and enhances industry competitiveness and consumer confidence in food produced and marketed in Ontario.

The unit is coordinating the development and implementation of a provincial food safety and quality strategy, within the framework of a national initiative, to develop a Canadian food inspection system, that will provide a coordinated approach to food safety, quality, regulation and trade standards.

### **Market Development Branch**

Domestic and Export Unit programs are designed to develop and expand domestic and international markets for Ontario-produced fresh or processed agricultural and food products. International market development is accomplished via incoming and outgoing export missions, promotion programs and Ontario visits from trade delegations. The Market Development Branch also provides market intelligence and export development initiatives for Ontario food manufacturers.

The Domestic Section manages "Foodland Ontario", a consumer communications program for domestic market development. The program includes public relations, retail merchandising programs, market research and consumer advertising.

#### **Common Records**

Performance Management

#### **General Classes or Types of Records**

A Guide to Food and Agriculture Products From Ontario  
Exhibits, Fairs, Trade Shows, Missions  
Foodland Ontario Promotional Campaign  
Market Development and Promotions  
Market Research and Statistics  
Pick-Your-Own Fruit and Vegetable Farms and Farmers' Markets

### **Meat Industry Inspection Branch**

The Meat Industry Inspection Branch administers the following Acts: the Meat Inspection Act (licensing and inspection of red meat and poultry slaughtering plants), the

Livestock Community Sales Act (licensing and inspection of livestock community sales), the Livestock and Livestock Products Act (licensing livestock dealers under the Beef Cattle Financial Protection Program and administering the regulations pertaining to eggs), the Farm Products Payments Act, the Beef Cattle Marketing Act (providing for the licence fee for the Ontario Cattlemen's Association, regulating the marketing of sale weight beef carcasses and live weight cattle), the Farm Products Grades and Sales Act (related to the grades of beef, veal, lamb, mutton and poultry), the Dead Animal Disposal Act (to ensure proper handling and disposal of dead stock). The branch evaluates financial responsibility of the licensed applicants for the Beef Cattle Financial Protection Programs. The branch also provides services to the Livestock Financial Protection Board in collection of fees and paying claims.

### Common Records

Performance Management

### General Classes or Types of Records

Dead Animal Disposal  
Hatchery Supply Flock Policy  
Livestock Community Sales  
Livestock Industry  
Provincial Slaughter Plants - Inspections

### Manuals

Meat Inspection Procedures Manual

### Personal Information Banks

#### Beef Cattle Financial Protection Program

Location: Meat Industry Inspection Branch. Legal Authority: Livestock and Livestock Products Act, R.S.O. 1990, c.L.20; O.Reg. 367/82. Information Maintained: Name, address, amounts and type of security, business name, chairman's report, hearing notice, points for financial responsibility, results of hearing, telephone number. Uses: Evaluate credentials for a licence and audit. Users: Director, program manager, administrator, branch administrative staff. Individuals in Bank: Livestock dealers applying for a licence. Retention and Disposal: One year, then destroyed.

#### Beef Dealers - Volume of Cattle Purchases and Fees Information

Location: Meat Industry Inspection Branch. Legal Authority: O. Reg. 368/82 under the Farm Products Payment Act, R.S.O. 1990, c.F.10. Information Maintained: Name, address, amount of fees submitted, file reference, number of head of beef cattle purchased each month, status, telephone number. Uses: Maintain a record of each applicant's volume of purchases and fees submitted; determine who has not paid their fees; produce statistical reports and audit. Users: Branch staff, investigation unit. Individuals in Bank: Packing plant and slaughterhouse operators, country dealers purchasing live beef cattle for slaughter or for further

rearing, commission agents and community sales operators. Retention and Disposal: Six years, then destroyed.

#### Claims Against the Fund for Livestock Producers

Location: Meat Industry Inspection Branch. Legal Authority: Farm Products Payments Act, R.S.O. 1990, c.F.10, as amended S.O. 1984, c.39; O. Reg. 368/82 and O.Reg. 525/82. Information Maintained: Claimant's name, address, dates and results of board meetings, amount and cheque details, details of claim (name, address, telephone number, contract number), file reference, listing of correspondence, stage of claim, status, telephone number. Uses: Maintain the details of claims made against the fund; produce statistical reports and calculations; and audit. Users: Branch staff, investigation unit. Individuals in Bank: Producers applying for compensation. Retention and Disposal: Six years, then destroyed.

#### Dead Animal Disposal Operators

Location: Meat Industry Inspection Branch. Legal Authority: Dead Animal Disposal Act, R.S.O. 1990, c.D.3. Information Maintained: Name, address, brokers, business name, correspondence, inspection reports and volume reports, licence number of collectors, receiving plants, rendering plants, telephone number. Uses: Produce statistical information and maintain current licence information and audit. Users: Director, program manager, investigation unit and administrative staff. Individuals in Bank: Provincially licensed collectors, brokers, receiving plants and rendering plants. Retention and Disposal: Six years, then transferred to archives.

#### Egg Dealers - Eggs and Processed Eggs

Location: Meat Industry Inspection Branch. Legal Authority: Livestock and Livestock Products Act, R.S.O. 1990, c.L.20. Information Maintained: Name, business name, correspondence, licence number for buyers and sellers of reject eggs; licence number, telephone number. Uses: Provide list of current licence information, evaluate criteria and credentials for licence and audit. Users: Director, program manager, investigation unit and administrative staff. Individuals in Bank: Licensed egg grading stations, purchasers and sellers of processed inedible eggs and operators of processed egg stations. Retention and Disposal: Six years, then transferred to archives.

#### Livestock Community Sale Operators - Licence Applications

Location: Meat Industry Inspection Branch. Legal Authority: Livestock Community Sales Act, R.S.O. 1990, c.L.22; R.R.O. 1990, Reg. 729. Information Maintained: Name of applicant, address, amount of security on deposit, annual average gross return for sale, condition of building, inspection report (general health of livestock observed, location, name of insurance company for fire, name of sale, policy number and amount, scales and records), water supply, yard. Uses: Evaluate credentials for a licence and audit. Users: Director, program manager and administrative



staff. Licence status is public information. Individuals in Bank: Licensed community sales operators. Retention and Disposal: One year, then destroyed.

## Policy and Farm Finance Division

The Policy and Farm Finance Division provides the ministry, government and industry with interpretive agricultural economic information. It coordinates and analyses agriculture and food policy developments in the federal and provincial arenas, and provides a range of publications for media and the industry. This division is also responsible for the administration of financial assistance, incentive programs and insurance protection to farmers. The division is made up of four branches: Policy Analysis Branch, Policy and Program Coordination Branch, Crop Insurance and Stabilization Branch and Farm Assistance Programs Branch.

### Crop Insurance and Stabilization Branch

Crop Insurance and Stabilization programs provide farmers with protection against weather disasters to their crops and income protection during times of low prices. Crop insurance is available to Ontario farmers to protect more than 50 commercially grown crops against natural hazards. The Crop Insurance Commission administers the Crop Insurance Act.

Crop Insurance and Stabilization Branch also administers Market Revenue Insurance which provides financial assistance to grains and oilseed crop producers during periods of low prices. A national committee sets policy and supports prices for covered grains and oilseeds.

#### Common Records

Performance Management

#### General Classes or Types of Records

Interprovincial Financial Assistance Programs

#### Manuals

Crop Plan Brochures

#### Personal Information Banks

##### Crop Insurance and Market Revenue Insurance Contracts Arbitration Results

Location: Crop Insurance and Stabilization Branch. Legal Authority: Crop Insurance Act R.S.O. 1990, C.46.

Information Maintained: Name, acres grown, address, agent's and adjuster's evaluations and comments, arbitration board decisions, contract number, correspondence to and from insureds, coverage earned, crop loss information, telephone number, yields harvested. Uses: Decide on current coverage; pay claims and audit. Users: Branch staff. Select

information to yield evaluators, adjusters, commission members, arbitration board members. Individuals in Bank: Applicants for crop insurance. Retention and Disposal: Seven years, then destroyed.

##### Farm Income Stabilization (Program Ended)

Location: Crop Insurance and Stabilization Branch. Legal Authority: Farm Income Stabilization Act, R.S.O. 1990, c.F.5. Information Maintained: Name, address, commission decisions, correspondence, details of commodities applied for, field audit reports, sales reports for commodities, social insurance number, stabilization number, telephone number. Uses: Decide eligibility for stabilization programs and audit. Users: Branch staff, adjusters. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

##### National Tripartite Price Stabilization (Program Ended)

Location: Crop Insurance and Stabilization Branch. Legal Authority: Federal/Provincial Agreement; Farm Income Stabilization Act, R.S.O. 1990, c.F.5. Information Maintained: Name, address, enrolment, financial information, payments, purchase/sale data by commodity. Uses: Decide eligibility for program and audit. Users: Branch staff, adjusters. Individuals in Bank: Applicants. Retention and Disposal: Six years, then destroyed.

### Farm Assistance Programs Branch

The Farm Assistance Programs Branch is responsible for the administration of farm financial assistance programs, development of new programs and the review of existing programs. It provides information about financial policies and financial assistance programs in agriculture.

The branch administers the following programs: Artificial Insemination of Livestock Act; Bear Damage to Livestock Compensation Program; Damage to Honey Bees by Bears; Farm Plus Plan (Rural Loan Pool); Grants in Lieu of Taxes; Grants to Local Poultry Associations; Hunter Damage Compensation Act; Livestock, Poultry and Honey Bee Protection Act; Ontario Farm Start Program; Ontario Junior Farmer Establishment Loan Corporation; Professional Services Assistance Program; Purebred Beef Cattle Sales Assistance Policy; Purebred Dairy Cattle Sales Assistance Policy; Purebred Sheep Sales Assistance Policy; Rabies Indemnification Program; Sheep and Bull Indemnification Program; Special Livestock Shows Assistance Program 1979 (Commercial); Swine Sales Assistance Policy; and Transportation of Livestock Exhibits Assistance Program.

The branch also administers the Ontario Farm Tax Rebate Program and the Farm Registration and Farm Organizations Funding Act.

For further information such as eligibility criteria, the application process and management of these programs,



contact the local Ministry of Agriculture, Food and Rural Affairs field office.

### General Classes or Types of Records

Agricultural Rehabilitation and Development Act - Implementation

Bear Damage to Livestock Compensation

Farm Registration and Farm Organizations Funding

Farm Tax Rebate Program

Hunter Damage to Livestock Compensation Program

Livestock, Poultry and Honey Bee Protection Act

Ontario Farm-Start

Ontario Young Farmer Credit Program (OYFCP)

Purebred Dairy Cattle, Beef and Sheep Sales Assistance Program

Special Livestock Shows Assistance Program

### Manuals

Beginning Farmer Assistance Program - Policy Manual and Participants Kit

Farm Assistance Programs - Directives

Farm Tax Rebate Program Policy Guidelines

### Personal Information Banks

#### AgriNorth Project Proposals

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 1470/84, 1545/84, 1897/85, 123/87 and 421/87. Information Maintained: Name, address, application forms, claim forms, correspondence, payment requisitions, project reports. Uses: 1987 to present. Users: Branch director, program manager, review committee, administrative staff. Individuals in Bank: Farmers or other applicants. Retention and Disposal: Ten years, then transferred to archives.

#### Agricultural Rehabilitation and Development Act (ARDA) - Federal-Provincial Projects

Location: Farm Assistance Programs Branch. Legal Authority: Agricultural Rehabilitation and Development Act, R.S.O. 1990 c.A.11. Information Maintained: Name, application for lease, each project's history, terms and conditions for operational/audit purposes. Uses: Evaluate requests for lease renewal; process requests to purchase; resolve problems and audit. Users: ARDA directorate, program administrative staff, branch director, Legal Branch. Individuals in Bank: Applicants for lease. Retention and Disposal: Land sales - seven years, then destroyed; land transfers to Ministry of Natural Resources - 20 years, then destroyed; federal/provincial agreements - 15 years, then transferred to archives.

#### Bear Damage to Livestock

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 113/76, 1885/76, 2563/79 and 1935/80. Information Maintained: Name, address, application form, financial information (maintained by

Financial Management), rejection correspondence. Uses: Determine eligibility under the program and audit. Users: Branch director, program manager, administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

#### Beginning Farmer Assistance Program (BFAP)

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 2692/83, 3089/83, 217/84, 509/84 and 2037/87. Information Maintained: Name, address, correspondence, enrolment number. May contain farm business analysis statements, telephone number. Uses: Evaluate eligibility for program and audit. Users: Program managers, coordinators, review committee, branch director, branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then transferred to archives.

#### Beginning Farmer Assistance Program and Farm Start Program Appeal Files (BFAP/FAST)

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 2692/83, 3089/83, 217/84, 509/84, 2037/87, 2034/87, 2870/87. Information Maintained: Name, address, correspondence, education, farm business analysis, personal and farm business balance sheet, telephone number, work experience. Uses: Registration and licensing statutes administered by the Ministry of Consumer and Commercial Relations and Ministry of Financial Institutions. Users: Appellants, claimants, solicitors. Individuals in Bank: N/A. Retention and Disposal: Seven years, then transferred to archives.

#### Canada - Ontario Livestock Drought Assistance Program

Location: Farm Assistance Programs Branch. Legal Authority: Order-in-Council 122/89. Information Maintained: Name, address, application form, audit reports, correspondence. Uses: Determine eligibility for program and audit. Users: Branch director, program manager, branch administrative staff, access to Agriculture Canada and Crop Insurance. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

#### Canadian Western Agribition Livestock Transportation Assistance Program (discontinued 1991)

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 2905/81, 2850/82 and 3482/83. Information Maintained: Name, address, application forms, financial information, rejection correspondence. Uses: Determine eligibility under the program and audit. Users: Branch director, program manager, administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

#### Commercial Disaster Relief Fund, 1985

Location: Farm Assistance Programs Branch. Legal Authority: Order-in-Council 1916/85. Information Maintained: Name, address, age, amount of loans

outstanding, application forms, enrolment number, financial data, telephone number, type of farm. Uses: Evaluate eligibility for and amount of grant and audit. Users: Branch director, program manager, branch administrative staff. Individuals in Bank: Farmers applying for loans/grants. Retention and Disposal: Seven years, then destroyed.

#### Farm Business Registration

Location: Farm Assistance Programs Branch. Legal Authority: Farm Registration and Farm Organizations Funding Act, S.O. 1993, s.2 and 20. Information Maintained: Name, address and telephone number, age and education, business structure, farm data, registration number. Uses: Administer registration and funding for Farm Registration and Farm Organizations Funding Act; create a data base for management and planning purposes; develop agricultural policies and programs; and distribute ministry information. Users: Authorized ministry staff. Individuals in Bank: Ontario Farmers. Retention and Disposal: Minimum 3 years.

#### Farm Interest Assistance Program, 1991

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 880/91 and 1549/91. Information Maintained: Name, address, financial statements and information, telephone number. Uses: Determine the eligibility for program benefits and audit. Users: Farm Assistance Programs Branch program development and review unit, branch director, program manager and policy division. Individuals in Bank: Ontario farmers eligible for the program. Retention and Disposal: Seven years, then destroyed.

#### Farm Tax Rebate - Audit Unit

Location: Farm Assistance Programs Branch. Legal Authority: Order-in-Council 1386/95. Information Maintained: Name, Farm Tax Rebate application form, address, consent forms, correspondence, financial information, financial statements, income tax forms, payment requests, reports. Uses: Verify and/or evaluate eligibility for the rebate. Users: Branch director, program manager, administration staff, Appeal Board members. Individuals in Bank: Applicants. Retention and Disposal: Six years, then destroyed.

#### Farm Tax Rebate Program

Location: Farm Assistance Programs Branch. Legal Authority: Order-in-Council 1386/95. Information Maintained: Name, acreage, address, assessed value, assessment roll number, citizenship, commodity, owner or tenant operated, tax amount. Uses: Determine eligibility for property tax rebates and audit. Users: Authorized ministry staff, Farm Tax Rebate Appeal Board. Individuals in Bank: Owners of property assessed as farms in Ontario. Retention and Disposal: Ten years, then destroyed.

#### Grape Conversion Assistance Program

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 1889/76 and 1002/76. Information Maintained: Name, address, financial data, production information. Uses: Determine eligibility for the program and audit. Users: Branch director, program manager, branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Five years, then transferred to archives.

#### Hunter Damage Compensation Act

Location: Farm Assistance Programs Branch. Legal Authority: Hunter Damage Compensation Act, R.S.O. 1990, c.H.21. Information Maintained: Name, address, application forms (maintained by Financial Operations), financial information (maintained by Financial Operations), rejection correspondence. Uses: Determine eligibility under the program and audit. Users: Branch director, program staff. Individuals in Bank: Hunters seeking financial aid. Retention and Disposal: Seven years, then destroyed.

#### Junior Farmer Loan Program

Location: Farm Assistance Programs Branch. Legal Authority: Junior Farmer Establishment Act, R.S.O. 1990, c.J.2. Information Maintained: Name, address, application forms, billing notices, financial data, general correspondence, telephone number. Uses: Evaluate requests for partial discharge or assumption; reference original application; file billing notices and audit. Users: Branch director, program manager, administrative staff and Legal Branch. Individuals in Bank: Applicants. Retention and Disposal: Four years, then destroyed.

#### Livestock, Poultry and Honey Bee Protection Act

Location: Farm Assistance Programs Branch. Legal Authority: Livestock, Poultry and Honey Bee Protection Act, R.S.O. 1990, c.L.24. Information Maintained: Name, address, appeals, correspondence, financial information. Uses: Determine eligibility under the program and audit. Users: Branch director, program manager, branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

#### Ontario Crop Disaster Program

Location: Farm Assistance Programs Branch. Legal Authority: Order-in-Council 2838/89. Information Maintained: Name, address, application form, correspondence, grant paid, reports. Uses: Determine eligibility for the program and audit. Users: Branch director, program manager, branch administrative staff, Crop Insurance staff. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

#### Ontario Family Farm Interest Rate Reduction Program (OFFIRR)

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 1915/85, 70/86, 2142/86,



2580/86, 3023/86 and 2036/87. Information Maintained: Name, address, correspondence, financial statements, income tax returns, telephone number. Uses: Determine eligibility under the program. Users: Branch Director, program manager, administrative staff and auditor. Individuals in Bank: Applicants applying for farm interest rate reduction. Retention and Disposal: Ten years, then transferred to archives.

Ontario Family Farm Interest Rate Reduction Program and Farm Interest Assistance Program (OFFIRR/FIAP) Appeal Files

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 1915/85, 70/86, 2142/86, 2580/86, 3023/87. Information Maintained: Name, address, correspondence, financial statements, income tax returns, telephone number. Uses: Programs ended. Evaluate appeals under the Ontario Family Farm Interest Rate Reduction and Farm Interest Assistance programs guidelines, and audit. Users: Appeal Board members, Appeal Board coordinator and program staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then transferred to archives.

Ontario Farm Adjustment Assistance Program (OFAAP)/Farm Operating Credit Assistance Program (FOCAP)/Operating Loan Guarantee Program (OLGP)

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 215/82 (originating), 585/82, 865/82, 218/83, 219/83, 3091/83, 3092/83, 3449/83, 3450/83, 1814/84, 511/85, 96/86 and 2827/87. Information Maintained: Name, address, age, applications, assets and liabilities, enrolment number, farm type, financial information, lender/case committee reports, size of farm, telephone number. Uses: Determine eligibility for program and audit. Users: Branch director, program manager, branch administrative staff. Individuals in Bank: Farmers applying for grants and/or loan guarantees; farmers withdrawing applications. Retention and Disposal: Seven years, then destroyed.

Ontario Farm-Start

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 2034/87 and 2870/87. Information Maintained: Name, address, correspondence. Field offices may hold farm business analysis, education, enrolment number, other statements of recommendations for business/production management, personal and farm business balance sheet, telephone number, work experience. Uses: Evaluate eligibility for program and audit. Users: Program managers, coordinators, review committee, branch director and administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

Ontario Young Farmer Credit Program (OYFCP)

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 1559/75 and 1950/75. Information Maintained: Name, address, application form, committee reports, correspondence, financial information. Uses: Determine eligibility for the program; monitor progress of the farm operation and audit. Users: Branch director, program manager, branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Five years, then transferred to archives.

Poultry Shows Assistance Program

Location: Farm Assistance Programs Branch. Legal Authority: Order in Council 201/294. Information Maintained: Name, address, application form, financial information, rejection correspondence. Uses: Determine eligibility under the program and audit. Users: Branch director, program manager, branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

Purebred Beef Cattle Sales Assistance Program

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 2517/66, 3710/67 and 2898/74. Information Maintained: Name, address, application form, financial information, rejection correspondence. Uses: Determine eligibility under the program and audit. Users: Branch director, program manager, branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

Purebred Dairy Cattle Sales Assistance Program

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 2516/66, 2895/74 and 18/75. Information Maintained: Name, address, application form, financial information, rejection correspondence. Uses: Determine eligibility for the program and audit. Users: Branch director, program manager, branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

Purebred Sheep Sales Assistance Program

Location: Farm Assistance Programs Branch. Legal Authority: Order-in-Council 1100/64. Information Maintained: Name, address, application form, financial information, rejection correspondence. Uses: Determine eligibility for the program and audit. Users: Branch director, program manager, branch administration. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

Rabies Indemnification Program

Location: Farm Assistance Programs Branch. Legal Authority: Provincial Orders-in-Council 3456/66, 1236/74 and 621/81; federal Orders-in-Council 1966-1302 (Rabies Indemnification Registration), 1974-337 and 1981-370.



Information Maintained: Name, address, application form, financial information, rejection correspondence. Uses: Determine eligibility under the program and audit. Users: Branch director, Agriculture Canada, program manager, administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

## Raven Damage to Livestock

Location: Farm Assistance Programs Branch. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Name, address, application form, correspondence, financial information, rejection. Uses: Determine eligibility under the program and audit. Users: Branch director, program manager, administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

## Seasonal Housing Assistance Program

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 3568/75, 1264/81, 873/84, 967/87. Information Maintained: Name, address, applications, blue prints, financial data, invoices, receipts. Uses: Evaluate eligibility for assistance and audit. Users: Branch director, program manager, branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

## Sheep and Bull Indemnity Program

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 2025/79 and 1309/80. Information Maintained: Name, address, payment information. Uses: Determine eligibility under the program and audit. Users: Branch director, program manager, branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

## Special Crop Assistance Program, 1991-1992

Location: Farm Assistance Programs Branch. Legal Authority: Order-in-councils. Information Maintained: Acreage yield of crops for which crop insurance plan exists. Name, address, enrolment number, telephone number, type of farm. Uses: Analysis of acreage of non-insured crops and audit. Users: Farm Assistance Branch Program Development and Review Unit, branch director and program manager. Individuals in Bank: Producers of non-insurable crops. Retention and Disposal: Seven years, then destroyed.

## Special Livestock Shows Assistance Program

Location: Farm Assistance Programs Branch. Legal Authority: Order-in-Council 1586/79. Information Maintained: Name, address, application form, financial information and correspondence. Uses: Determine eligibility under the program and audit. Users: Branch director, program manager, administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

## Swine Sales Assistance Policy

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 3793/60, 1101/64, 2551/67 and 339/70. Information Maintained: Name, address, application form, financial information, rejection correspondence. Uses: Determine eligibility under the program and audit. Users: Branch director, programs manager, branch administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

## Transportation of Livestock Exhibits Assistance Program

Location: Farm Assistance Programs Branch. Legal Authority: Orders-in-Council 3239/58, 2040/66, 345/75, 2464/75 and 3116/77. Information Maintained: Name, address, application forms, financial information, rejection correspondence. Uses: Determine the eligibility under the program and audit. Users: Branch director, program manager, administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then destroyed.

## **Policy Analysis Branch**

The Policy Analysis Branch serves the ministry, government committees and the agricultural industry (marketing boards, companies, administrative bodies, farmers and the public) by assembling and interpreting agricultural economic information. The branch coordinates and analyses agriculture and food policy developments and provides direct support to the Minister and Deputy Minister on policy initiatives.

The branch conducts economic analysis in all areas related to the industry. It also gathers and publishes a wide range of agricultural statistics and monitors economic developments in the industries supplying input to agriculture, industries processing farm commodities and the sectors delivering commodities to consumers.

## **Common Records**

Performance Management

## **General Classes or Types of Records**

Agricultural Statistics  
Agriculture Economics  
Commodity Reports  
Economic/Market Outlook  
Farm and Rural Demographics  
Food and Beverage Processing  
Policy Analysis  
Policy Research  
Production Economics

## Personal Information Banks

### Ontario Fruit and Vegetable Growers' List

Location: Policy Analysis Branch. Legal Authority: Statistics Canada Act, S.C. 1970-71-72, c.15. Information Maintained: Name, address, area of specific fruits and vegetables produced, telephone number. Uses: Sampling frame for production surveys pertaining to Ontario's fruit and vegetable industry. Users: Statisticians. Individuals in Bank: Commercial fruit and vegetable growers in Ontario. Retention and Disposal: List is updated annually (supersedes previous list).

## Policy and Program Coordination Branch

The Policy and Program Coordination Branch carries the legislative and policy process of the ministry. It provides focus for policy and program development, and also provides policy coordination and guidance to the ministry, government and industry. Research, analysis and service delivery in agriculture, food and free trade policy, intergovernmental relations and strategic planning are also key responsibilities. The branch also coordinates the Environmental Bill of Rights activities within the ministry.

### Common Records

Performance Management

### General Classes or Types of Records

Agencies, Boards, Commissions  
Agricultural Trade Update  
Community Development  
Environmental Bill of Rights  
Minister's Meetings  
Policy Recommendations  
Strategic Planning  
Trade Policy Analyses

## Rural Development Division

The Rural Development Division plays a supporting and facilitating role in assisting rural communities achieve renewal by generating community driven solutions. The division also helps rural communities build the capacity to deal with economic and social change.

## Land Use Planning Branch

The Land Use Planning Branch ensures that appropriate government policies are developed and implemented to protect Ontario's prime agricultural areas from competing or incompatible land uses. The branch reviews land use planning and development proposals for consistency with the province's agricultural land use policies. The branch administers the Non-Resident Agricultural Land Interests

Registration Act, which requires non-residents of Canada to register agricultural land interests of more than 25 acres. Land use specialists are located in the ministry's field offices in Ancaster, Fergus, Kemptville, Lindsay, Napanee, Newmarket, St. Thomas and Walkerton.

### Common Records

Performance Management

### General Classes or Types of Records

Non-Resident Agricultural Land Interests Registration Act (Provincial and County/District/Region registration Summaries)

Review comments on Environmental Assessments

Review comments on land use planning documents

### Manuals

Comprehensive Set of Policy Statements

Food Land Guidelines

Minimum Distance Separation Formula I (between livestock facilities and other land uses)

### Personal Information Banks

Niagara Tender Fruit Lands Program (cancelled in 1995 prior to full implementation).

Location: Land Use Planning Branch. Legal Authority: Ministry of Agriculture and Food Act, R.S.O. 1990, c.M.16. Information Maintained: Applicant name and address, parcel location and description, eligibility, land use and parcel information, sketch of parcel. Uses: Evaluate eligibility for enrolment into Program, and amount payable for restrictive covenant if enrolled. Users: Branch director, policy and program manager, administrative staff, Regional Municipality of Niagara planning staff. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

Non-Resident Agricultural Land Interests Registration

Location: Land Use Planning Branch. Legal Authority: Non-Resident Agricultural Land Interests Registration Act, R.S.O. 1990, c.N.4. Information Maintained: Name, Name, acreage, address, property location, shareholders. Uses: Maintain a register of non-resident agricultural land interests and audit. Users: Branch director, inspectors and administrative staff. Individuals in Bank: Non-resident owners of agricultural land in Ontario. Retention and Disposal: Ten years, then transferred to archives.

## Ontario Agricultural Museum

The Ontario Agricultural Museum is a 32-hectare provincial attraction with a mission to exhibit the evolution of agriculture and of rural life in Ontario and to preserve that heritage. The Advisory Board provides advice to the Minister on matters relating to the operation and mandate of



the museum. A valuation procedure is in place to officially evaluate artifacts donated to the museum.

The museum is open to the general public from mid-May to September. The museum features special events and maintains a comprehensive reference library and research facility. Educational school programs and tours can be arranged throughout the school year. Operation of the museum will be phased out in 1997.

**Common Records**

Performance Management

**General Classes or Types of Records**

Artifact Collection Records

Ontario Agricultural Museum Collection

**Rural Development Secretariat**

The Rural Development Secretariat focuses on rural development activities within the ministry and supports Rural Community Advisers (located in field offices) working with communities, rural businesses and economic development initiatives. The secretariat's three units provide services in three areas: 1) Inter-ministry Coordination - services in the form of liaison with other ministries to ensure that rural communities are considered and have access to government programs and services. In addition, sensitive rural issues at the regional and local levels are monitored and assessed in consideration of the needs of rural communities. 2) Rural Business Development Unit - rural economic renewal, diversification and entrepreneurship are encouraged through educational programs and resources. Resources and expertise are provided in the area of market planning, business planning, economic analysis, succession planning and project management for businesses and communities. 3) Rural Community Development - resources and expertise are provided to support community strategic planning, communications planning, information technology, economic and social analysis, capacity building, project evaluation and monitoring, and conflict resolution in rural communities. Participation in community development programs is another service provided by this unit.

**Common Records**

Performance Management

**General Classes or Types of Records**

Agricultural Information Management System (AIMS)

Farmers' Markets

Rural Business Development

Rural Development

jobsOntario Community Action Program

**Manuals**

Planning Farming Alternatives Workshop

jobsOntario Community Action

**Agencies****Agricultural Rehabilitation and Development Directorate**

The Agricultural Rehabilitation and Development Directorate maintains projects undertaken jointly with the federal government under the Agricultural Rehabilitation and Development Act.

**Agricultural Research Institute of Ontario**

The Agricultural Research Institute of Ontario (ARIO) is an agency of the Ministry of Agriculture, Food and Rural Affairs. It reports directly to the Minister and is made up of up to 15 members recognized as leaders in the agri-food industry.

The role of ARIO is to (1) inquire into programs of research with respect to agriculture, veterinary medicine and consumer studies; (2) select and recommend areas of research for the betterment of agriculture, veterinary medicine and consumer studies; and (3) stimulate interest in research as a means of developing a high degree of efficiency in the production and marketing of agricultural products in Ontario.

Administrative support is provided by staff of the Education, Research and Laboratories Division Office, reporting to the Assistant Deputy Minister.

**General Classes or Types of Records**

Annual Reports

Bank Records/Broker Records for Each Fund

**Beginning Farmer Assistance Program Review Committee**

The Beginning Farmer Assistance Program Review Committee provides applicants denied assistance under the Beginning Farmer Assistance and Ontario Farm-Start Programs with an avenue of appeal.

**Personal Information Banks**

Beginning Farmer Assistance Program and Farm-Start Program Appeal Files (BFAP/FAST)

Location: Beginning Farmer Assistance Program Review Committee. Legal Authority: Orders-in-Council 2692/83, 3089/83, 217/84, 509/84, 2037/87, 2034/87. Information Maintained: Name, address, correspondence, education, farm business analysis, personal and farm business balance sheet, telephone number, work experience. Uses: Evaluate appeals under the Beginning Farmer Assistance Program or

Farm Start Program, and audit. Users: Appeal Board members and tribunal staff. Individuals in Bank: Appellants. Retention and Disposal: Seven years then transferred to Archives.

## Crop Insurance Commission of Ontario

The Crop Insurance Commission of Ontario makes available to Ontario farmers insurance plans to protect more than 50 commercially grown crops against natural hazards. The commission administers the Crop Insurance Act.

Generally, losses are determined in relation to a normal yield, with a deductible in effect. Eligible losses are replaced at market prices.

The plans are based on premiums. Producers pay half the premium cost and the federal and provincial governments share equally the other 50%. Premiums are set so each plan will be actuarially sound. Each government shares half of the administrative costs.

## Egg Fund Board

The Egg Fund Board is a producer-protection fund that ensures payment to egg producers when a grading station defaults on its payment for eggs purchased from producers.

## Farm Organizations Accreditation Tribunal

The Farm Organizations Accreditation Tribunal was established by the Farm Registration and Farm Organizations Funding Act. The mandate includes accrediting general farm organizations for inclusion in the funding mechanism, determining eligibility of francophone organizations for special funding and deciding on applications for religious exemptions from the registration and fee requirements.

## Farm Practices Protection Board

The Farm Practices Protection Act is legislation which provides protection for persons engaged in agricultural operations from claims of nuisance in respect to odour, noise or dust if they arise from a "normal farm practice". The legislation establishes the Farm Practices Protection Board as a mechanism to hear complaints and define "normal farm practice".

## Farm Products Appeal Tribunal

Constituted under section 16 of the Ministry of Agriculture and Food Act, the Farm Products Appeal Tribunal provides an independent, accessible avenue of appeal in matters relating to the Ontario Farm Products Marketing Act and the Milk Act. The tribunal also serves as a Licence Review Board under the Milk Act, the Farm Products Marketing

Act, the Edible Oil Products Act and the Oleomargarine Act, the Agricultural Tile Drainage Installation Act, the Animals for Research Act, the Artificial Insemination of Livestock Act, the Beef Cattle Marketing Act, the Dead Animal Disposal Act, the Farm Products Grades and Sales Act, the Grain Elevator Storage Act, the Livestock Community Sales Act, the Livestock and Livestock Products Act, the Livestock Medicines Act, the Meat Inspection Act, the Plant Diseases Act and the Riding Horse Establishment Act. The tribunal is the arbitrator of contract disputes under the Farm Products Grades and Sales Act and hears applications relating to the conduct of members of marketing boards under the Commodity Board Members' Act.

Under farm products marketing legislation, extensive regulatory powers are given to producer boards. The tribunal was originally established to make an impartial appeal mechanism readily available to any person who feels aggrieved by decisions of the boards, the Farm Products Marketing Commission or a director appointed under the Farm Products Marketing Act or the Milk Act. Arbitration of contract disputes under the Farm Products Grades and Sales Act and review of licensing decisions under several Acts have been added to the original mandate.

The tribunal reports to the Minister of Agriculture, Food and Rural Affairs and functions as a quasi-judicial tribunal independent of ministry or other government branches. The members of the tribunal are appointed by the Lieutenant-Governor-in-Council and are drawn from across the province. They represent varied backgrounds and expertise in areas relating to agricultural production, marketing and consumer interests.

### Common Records

Performance Management  
Travel/Expense Accounts

### General Classes or Types of Records

Appeal, hearing and decision files

### Manuals

Member's Manual

### Personal Information Banks

Grower/Dealer Produce Transaction Disputes

Location: Farm Products Appeal Tribunal. Legal Authority: Farm Products Grades and Sales Act, R.S.O. 1990, c.F.8.

Information Maintained: Name, address and telephone number of grower and dealer, award (decision by the Farm Products Appeal Tribunal), minutes of the hearing, notice of grower/dealer produce transaction dispute, notice of hearing date, related correspondence, supporting documents supplied by both parties. Uses: Settle produce transaction disputes between producers and dealers of fresh fruits and vegetables, and audit. Users: Tribunal and staff. Individuals



in Bank: Applicants submitting notices of dispute and other contracting party. Retention and Disposal: Ten years, then transferred to archives.

### **Farm Tax Rebate Appeal Board**

The Farm Tax Rebate Appeal Board provides an owner of farm property with an independent avenue of appeal when denied a rebate under the Farm Tax Rebate Program.

#### **Personal Information Banks**

##### Farm Tax Rebate/Reduction Program Appeal Files

Location: Farm Tax Rebate Appeal Board. Legal Authority: Order-in-Council 3033/90. Information Maintained: Name, address, assessment data confirmation, assessment roll number, correspondence, legal documents, minutes of board decision, notice of assessment, program payment history, property information, tax invoices. Uses: Evaluate appeals under the Farm Tax Rebate Program and audit. Users: Appeal Board and staff. Individuals in Bank: Individuals denied a farm tax rebate and appealing the decision. Retention and Disposal: Ten years, then transferred to Archives.

### **Grain Financial Protection Board**

The Grain Financial Protection Board collects fees, administers the fund and approves claims made against the fund set up under the Grain Financial Protection Program (Farm Products Payment Act, R.S.O. 1990; O. Reg. 651/94) to protect producers in the event a licensed dealer defaults on payment or a licensed grain elevator operator defaults on storage.

### **Livestock Financial Protection Board**

The Livestock Financial Protection Board collects fees, administers the fund and approves claims made against the fund set up under Livestock Financial Protection Program (Farm Products Payment Act, R.S.O. 1990; O. Reg. 560/93) to protect producers in the event a licensed dealer defaults on payment.

### **Livestock Medicines Advisory Committee**

The Livestock Medicines Advisory Committee reviews all legislation and regulations pertaining to livestock medicines. The committee makes recommendations to the Minister on the sale, control, regulation and description of livestock medicines, as well as proper maintenance, handling and storage standards.

### **Ontario Crop Insurance Arbitration Board**

The Ontario Crop Insurance Arbitration Board hears appeals on claim disputes under the Crop Insurance Plan.

### **Ontario Drainage Tribunal**

The Drainage Tribunal is established under the Drainage Act to deal with appeals concerning the financial and technical aspects of projects initiated under the Drainage Act. It does not have any authority to hear appeals on any drainage disputes between landowners outside the Act. Landowners involved in a drainage project under the Drainage Act may file an appeal with the clerk of their local municipality, who forwards it to the tribunal.

#### **Common Records**

Travel/Expense Accounts

#### **General Classes or Types of Records**

Appeal Files

#### **Manuals**

Drainage Act Appeals (Factsheet)

Preparation for a Hearing Before the Ontario Drainage Tribunal

### **Ontario Farm Family Advisor Program Board**

The Ontario Farm Family Advisor Program Board provides recommendations and advice on the day-to-day operations of the Farm Family Advisor Program. The program is a peer-counselling program for farmers who are facing financial difficulty.

#### **General Classes or Types of Records**

Farm Family Advisor Program Board Meeting Minutes

### **Ontario Farm Implements Board**

The Ontario Farm Implements Board administers the Farm Implements Act and resolves disputes regarding the sale, repair and safety of farm machinery. Provision is also made for the supply of emergency parts and for the return or replacement of defective farm implements. The board's main functions include the registration of dealers and distributors of farm implements; the mediation of disputes between purchasers, dealers and distributors; and the supervision of safety measures relating to farm implements. Publications available are The Farm Implements Act for Producers, Dealers and Distributors, Questions and Answers (farmers).

#### **General Classes or Types of Records**

Complaints - Farmer/Dealer/Distributor Disputes

Farm Implement Dealer Registration Records

Farm Implement Distributor Registration Records

#### **Manuals**

The Preparation for a Hearing Before the Ontario Farm Implements Board

## Personal Information Banks

### Farm Implements Act - Complaint Records

Location: Ontario Farm Implements Board. Legal Authority: Farm Implements Act, R.S.O. 1994, 5.(2) (d). Information Maintained: Name, address of parties to complaint, conclusion of investigation, make, model, progress reports of investigation by investigator, type and purchase date of farm implement involved, written description of complaint by the farmer or dealers. Uses: Resolves disputes between farmers, dealers and distributors concerning farm implements. Compiles complaint summaries and statistical comparisons. Information is obtained by inspectors investigating complaints. Users: Farm Implements Board and staff. Individuals in Bank: Farmers, farm implement dealers and distributors. Retention and Disposal: Ten years, then transferred to archives.

The corporation's main purpose is the management of its mortgage portfolio.

## Ontario Stock Yards Board

Operating under the Stock Yards Act, the board is currently redeveloping and leasing the site of the former Toronto Stockyards for the benefit of livestock associations in Ontario.

### Manuals

Case Committee Guidelines

## Ontario Farm Products Marketing Commission

The Ontario Farm Products Marketing Commission administers the Farm Products Marketing Act and the Milk Act. Responsibilities include supervising the marketing boards established under the two Acts. The Farm Products Marketing Act provides for commodity regulation under 23 marketing plans; each plan is administered by a producer marketing board. Regulations under the Act also require the licensing of processors of regulated commodities (e.g., vegetables, grapes, tender fruit, potatoes, apples, asparagus and seed corn dealers). The Milk Act provides authority to the dairy farmers of Ontario.

### Common Records

Performance Management

### General Classes or Types of Records

Fund for Milk and Cream Producers  
Marketing Board - Processor Licensing  
Marketing Boards

### Manuals

College Curriculum on Regulated Marketing  
Education Handbook on Regulated Marketing  
Manual on Procedures for Appointments to Agencies,  
Boards and Commissions  
Milk Utilization Audit Manual  
Policies of the Farm Products Marketing Commission

## Ontario Junior Farmer Establishment Loan Corporation

The Ontario Junior Farmer Establishment Loan Corporation's Board of Directors approves the administrative policies for the operation of the corporation.



# ALGONQUIN COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Algonquin College of Applied Arts and Technology  
1385 Woodroffe Avenue  
Nepean, Ontario  
K2G 1V8  
(613) 727-4723,

## Access

Freedom of Information and Privacy Coordinator  
Algonquin College of Applied Arts and Technology  
1385 Woodroffe Avenue  
Nepean, Ontario  
K2G 1V8  
(613) 727-4723

A public reading room for the review of manuals and other information is open during regular office hours and some evenings in the Resource Centre on the second floor, C Block, 1385 Woodroffe Avenue, Nepean.

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The college's mandate is to provide high quality, career-oriented education and training that responds to the needs of learners, to the community and to society.

The President, as the Chief Executive Officer, reports to the Board of Governors. Four divisions report to the President -- Academic, Continuing Education, Student Life and Human Resources, and Finance and Administration -- each headed by a Vice President. Full-time day programs offered by Algonquin College in the Ottawa-Carleton area are organized into three schools: the School of Applied Arts and Business, the School of Health Sciences and Technology and Trades, and the School of Lanark and Renfrew Counties and each headed by an Executive Dean. Programs represent four divisions of academic discipline: Applied Arts, Business, Health Sciences, and Technology and Trades. The School of Continuing Education, which is headed by the Vice-President, Continuing Education offers courses and programs from all four disciplines. The School of Lanark and Renfrew Counties, headed by an Executive Dean, is responsible for program delivery, both full-time and part-time, in the outlying areas.

## Board of Governors

The Board of Governors, appointed by the Ontario Council of Regents, oversees the operation of the college, establishes

policies and evaluates college operations and effectiveness. The board is assisted by standing committees and a number of program advisory committees.

## Common Records

Board of Governors Membership

## General Classes or Types of Records

Bylaws  
Minutes  
Policies

## Office of the President

The President, who is appointed by and responsible to the Board of Governors, is the Chief Executive Officer with full authority to manage operations and direct staff.

## Vice President, Academic

The Vice President, Academic is responsible for the development, operation and evaluation of full-time academic programs, and liaison with various facilities, such as hospitals, day care centres, correctional institutions, where college students in several programs obtain clinical, practical and field experience. The division also is responsible for the operation of a dental clinic, a flower shop, a hair salon and a restaurant.

## Common Records

Day Care Registrants  
Dental Clinic Patients  
Student Appeals (disciplinary, administrative, academic)  
Tests, Examinations and Assessments

## General Classes or Types of Records

Academic Council Minutes  
Admissions Criteria  
Advisory Committee Minutes  
Canadian Job Strategy Committee Minutes  
Dean's/Principal's Management Committee Minutes  
Principal's Council Minutes  
Program Council Minutes  
Senior Adult Training Plans  
Student Retention Committee Minutes  
Vice President Academic's Management Committee Minutes

## Vice President, Continuing Education

The Vice President, Continuing Education administers the part-time credit, general interest and career-oriented courses run by the college. In addition, the division is also responsible for administering the Ontario Skills Development Office, and Ontario Training Strategy and FUTURES programs.

Several programs in accounting, real estate,

purchasing, insurance, etc., are also offered, which satisfy licensing and certification requirements of external professional bodies.

#### **Common Records**

FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees

#### **General Classes or Types of Records**

Client Files  
Community Sponsors Information  
Continuing Education Program Submissions  
Contracts and Letters of Agreement  
Employers Files  
Professional Training Mailing List  
Vice President's Executive Committee

### **Vice President, Finance and Administration**

The Vice President, Finance and Administration is responsible for all matters relating to the financial and general administration of the college, such as the departments of Physical Resources, Finance, Registrar, Ancillary Operations, Computer Services, Internal Audit and other support services.

#### **Common Records**

Freedom of Information and Protection of Privacy Act  
Requests  
Parking Records  
Student Registration and Academic History  
Travel/Expense Accounts

#### **General Classes or Types of Records**

Director's Committee Minutes  
Survey of Continuing Education Students  
Survey of First-Year New Entrants  
Survey of Withdrawn-Application Students

### **Vice President, Student Life and Human Resources**

The Vice President, Student Life and Human Resources is responsible for the Human Resources, Student Services, Planning, Marketing and Resource Centre functions at the college.

#### **Common Records**

Freedom of Information and Protection of Privacy Act  
Requests



# ALGONQUIN FORESTRY AUTHORITY

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## Head

Chair of the Board  
222 Main Street  
Huntsville, Ontario  
P1H 1Y1  
(705) 789-9647

## Access

Freedom of Information and Privacy Coordinator  
Algonquin Forestry Authority  
222 Main Street  
Huntsville, Ontario  
P1H 1Y1  
(705) 789-9647

A public reading room for the review of manuals and other information is open during regular office hours at 222 Main Street, Huntsville.

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The Algonquin Forestry Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The authority has been assigned the task of ensuring the viability of the local forest industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover that satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the authority's responsibility. It preserves and protects the recreational values, fish and wildlife habitat, soil and water resources within the park.

## Common Records

Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Performance Management  
Travel/Expense Accounts

## General Classes or Types of Records

Aerial Photographs of Algonquin Park  
Annual Cut Surveys of Areas Harvested  
Annual Plans of Forest Operations  
Five-Year Operating Plans  
Maps (various scales, covering topography and forest conditions)  
Silvicultural Records (covering tree planting and tree marking)  
Twenty-Year Forest Management Plan

# ARCHIVES OF ONTARIO

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## Head

Minister of Citizenship, Culture and Recreation  
6th Floor, 77 Bloor Street West  
Toronto, Ontario  
M7A 2R9  
(416) 325-6200

## Access

Freedom of Information and Privacy Coordinator  
Archives of Ontario  
77 Grenville Street, Unit 300  
Toronto, Ontario  
M5S 1B3  
(416) 327-1562



A public reading room for the review of finding aids and other information is open from 8:15 am to 4:30 pm, Monday to Friday, with staff on duty to assist researchers, on the main floor at 77 Grenville Street, Toronto. Extended research hours without staff on duty are Monday to Friday until 10:30 pm and on Saturday from 10:00 am to 8:00 pm.

The Archives' mandate is to acquire, preserve and make publicly accessible for legal, administrative and other research purposes, original records of enduring value relating to Ontario. This includes records of Ontario's successive governments, as well as private manuscripts, published and printed material, maps, architectural drawings, photographs, audio and video recordings, and motion-picture film. The Archives provides policy direction and advisory services on recorded information management for the Government of Ontario. Under the Archives Act (1923, amended 1972), the Archivist of Ontario must approve the final disposition of provincial government records. Frequently used collections include early Ontario land, estate (wills), health, court, corporate registration, census, schools, older vital statistics and family local history records. The Archives of Ontario maintains a conservation laboratory for restoration of Archives' holdings and operates a library and public reading room open to all for personal, historical, administrative, legal or other research. The Archives has published *A Guide to the Holdings of the Archives of Ontario*, 2 vols. (1986), as well as a guide to aboriginal sources. General information brochures are available.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information

Identity/Employee Card  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts

## General Classes or Types of Records

Access Unit Policy, Liaison, Training and Operations  
Resource Files  
Archival Project Grant Files  
Archives Accession Records (legal authority for ownership)  
Conservation Survey Forms  
Conservation Treatment Reports  
Exhibitions Facility Declaration Forms  
General Administration Records  
Inventories and Finding Aids to Archives Holdings  
Master Control Register  
Microfilm Master Negatives Location Card File  
Name Authority Files  
Operational Program Records  
Planning and Policy Development Files  
Reading Room Off-Site Order Log  
Recorded Information Schedules Archives' Copies  
Subject Authority Files

## Manuals

Access Policy and Procedures Manual  
Administrative Policy and Procedures Manual  
Manual of Archival Policy and Procedures

## Personal Information Banks

Adult Case Files (Family Court), 1922-1971 (RG22)  
Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Information/applications, case history, court orders. Series may also include transcripts of evidence, exhibits, identification forms, notice of appeal, payment records, probation orders, related correspondence and judge's notes, social evaluation reports, summons, warrants. Uses: Research. Users: Researchers. Individuals in Bank: People involved with Family Court proceedings under the Deserted Wives and Children Maintenance Act, Child Welfare Act, Reciprocal Enforcement of Maintenance Orders Act, Provincial Courts Act, Juvenile Delinquents Act and other acts dealt with by the Family Court. Retention and Disposal: Permanent.

Adult Inmate Case Files - Main Office Index Cards, 1920-1975 (RG20-D-1A)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age at committal, aliases, birth date, birth place, inmate and parole board numbers, institution(s) to which committed, nationality, offence, race. Uses: Research. Users: Researchers. Individuals in Bank: Adult inmates (16 years of age or older) committed to a provincial jail, prison or correctional facility; Ministry of Correctional Service



employees and police officers. Retention and Disposal: Permanent.

Affidavits of Affiliation - Clerk of the Peace, 1834-1916 (RG22)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name and address of mother and father, affidavits of affiliation, father's trade/profession, promises of marriage. Uses: Research. Users: Researchers. Individuals in Bank: Unmarried parents and their children. Retention and Disposal: Permanent.

Agricultural Loan Commission Records, 1922-1956 (RG6-XIV-17)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address and amount of loan. Uses: Historical research. Users: Historical researchers. Individuals in Bank: Farmer applicants. Retention and Disposal: Permanent.

Appeals - Residential Tenancy Commission, 1980-1982 (RG43)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Appeals of decisions on rent review (increases, and names and addresses of landlords and tenants, reduction or rebate) by landlords or tenants, supporting financial documentation. Uses: Research. Users: Researchers. Individuals in Bank: Tenants and landlords. Retention and Disposal: Permanent.

Applications for Admission to Library School, 1916-1927 (RG2-226)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Student's name, address, next of kin, education, library experience. Uses: Research. Users: Researchers. Individuals in Bank: Students applying for admission to the Ontario Library School. Retention and Disposal: Permanent.

Apprenticeship Branch - Case Files, 1928-1950 (RG7-81)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, age, completed examination forms and results, contract of apprenticeship, date of birth, education, employer's name and address, employers' report and evaluation, trade. Uses: Research. Users: Researchers. Individuals in Bank: Union apprentices involved in various trades. Retention and Disposal: Permanent.

Archaeological Licenses Files - Archaeological Exploration, Survey or Field Work, 1975-1980 (RG47-100)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, curriculum vitae, financial arrangements, project description, telephone number. Uses: Research. Users: Researchers. Individuals in Bank: Individuals applying to

conduct archaeology in Ontario. Retention and Disposal: Permanent.

Archives of Ontario Correspondence Control Log

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, record of previous requests, type and subject of request. Uses: Maintain a record of research requests for statistical and planning purposes. Users: Managers, public service staff. Individuals in Bank: Users of research services. Retention and Disposal: Not determined.

Asylum Correspondence, 1870-1935 (RG63-A-1)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Financial, educational and family history. Uses: Research. Users: Researchers. Individuals in Bank: Patients of Ontario asylums and psychiatric hospitals. Retention and Disposal: Permanent.

Attendance Reports (Civil Service Commission), 1931-1949 (RG25-C-5)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, attendance record, classification, institution. Uses: Research; verify pension eligibility. Users: Researchers, former employees, heirs. Individuals in Bank: Former employees of the Ontario government, Ontario hospitals and reformatories, who were terminated, 1931-1956. Retention and Disposal: Permanent.

Bowmanville Training School Ward Files, 1925-1965 (RG60-19)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, family history, juvenile court proceedings, medical, psychological and academic reports, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Juvenile wards in Bowmanville Training School. Retention and Disposal: Permanent.

Card Index for Terminated Personnel Records, 1920-1961 (RG25-C-2)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, reason for termination and date, status. Uses: Research; verify pension eligibility. Users: Researchers, former employees, heirs. Individuals in Bank: Former employees of the Ontario government, Ontario hospitals and reformatories who were terminated, 1920-1961. Retention and Disposal: Permanent.

Career Counselling Files, 1973-1983 (RG25)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, career history and counselling interview records, employee's career and employment goals, training and development plans. Uses: Research. Users: Researchers. Individuals in

Bank: Ontario Public Service employees. Retention and Disposal: Permanent.

Case Files (selected) - Fair Accommodation Practices Act, 1954 (RG76-4-2)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, nature of discriminatory complaint, summary of the case. Uses: Research. Users: Researchers. Individuals in Bank: Individuals alleging discrimination under the Fair Accommodation Practices Act. Retention and Disposal: Permanent.

Case Files - Fair Employment Practices Act, 1951-1954 (RG76-2-2)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, nature of discriminatory complaint, summary of the settlement. Uses: Research. Users: Researchers. Individuals in Bank: Individuals alleging discrimination under the Fair Employment Practices Act of 1951. Retention and Disposal: Permanent.

Case Files - Female Employees Fair Remuneration Act, 1952-1954 (RG76-2-4)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, nature of discriminatory complaint, summary of the settlement. Uses: Research. Users: Researchers. Individuals in Bank: Individuals alleging discrimination under the Female Employees Fair Remuneration Act of 1951. Retention and Disposal: Permanent.

Central Personnel Records (RG25-C-3)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Names of civil servants whose employment terminated between 1920-1956, date of birth, date of permanent appointment, educational background, job classifications, promotions, salary rates. Uses: Historical source on careers of government employees; verify pension enquiries. Users: Academics, personnel data staff of Human Resources Secretariat. Individuals in Bank: Former employees of the Ontario government whose employment terminated between 1920-1956. Retention and Disposal: Permanent.

Champlain Training School Medical Log Books, 1965-1981 (RG60-43)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, date, medical tests and treatment. Uses: Research. Users: Researchers. Individuals in Bank: Juvenile wards in Champlain Training School. Retention and Disposal: Permanent.

Champlain Training School - Ward Files, 1933-1944 (RG60-59)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A. 27. Information Maintained: Name, family history, juvenile court proceedings, medical, psychological and academic reports, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Juvenile wards in Champlain (formerly St. Joseph's) Training School for Boys. Retention and Disposal: Permanent.

Change of Name Court Orders, 1939-1973 (RG80-1)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Old and new names, address, affidavit, age, application for change of name, birth certificate, children's name, citizenship, court order, declarations of conviction of criminal offences, father's name, mother's maiden name, occupation, place of birth, spouse's name. Uses: Research. Users: Researchers. Individuals in Bank: Applicants for change of name. Retention and Disposal: Permanent.

Chest Disease Service Patient Records, 1908-1953 (RG10)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name and medical data on patients of sanatoria for tuberculosis. Uses: Research. Users: Researchers. Individuals in Bank: Patients of Ontario sanatoriums for tuberculosis. Retention and Disposal: Permanent.

Child Abuse Register and Case Files (selected), 1966-1979 (RG29-120)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, family and financial information. Uses: Research. Users: Researchers. Individuals in Bank: Persons involved in child abuse investigations. Retention and Disposal: Permanent.

Children of Unmarried Parents Act Files, 1938-1963 (RG22)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, age, court orders, family situation, financial status, information forms/applications to Provincial Court--Family Division, living conditions, occupation, summons. Uses: Research. Users: Researchers. Individuals in Bank: Unmarried parents and their children. Retention and Disposal: Permanent.

Children's Community Service Program Files (selected), 1980-1989 (RG60-56)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, community work experience, discharge information, evaluation, police information, referrals, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Juveniles who do community service



work as an alternative to probation. Retention and Disposal: Permanent.

Classified Staff Files (selected), 1970-1974 (RG1-394)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, classification, date of appointment, date of resignation, religion, salary. Uses: Research. Users: Researchers. Individuals in Bank: Classified staff of the Department of Lands and Forests and the Ministry of Natural Resources. Retention and Disposal: Permanent.

Cobourg Asylum for the Insane, Registers and Rolls, 1902-1916 (RG10-20-E)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Patients of Cobourg Asylum for the Insane. Retention and Disposal: Permanent.

Complaint Case Files - Ontario Human Rights Commission, 1941-1977 (RG76-5-1)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Complainant's and respondent's name and address, conciliation reports, disposition of case, investigation reports, section of the Code allegedly violated, special program and exemption investigation reports and disposition. Uses: Research. Users: Researchers. Individuals in Bank: Complainants alleging violations of the Human Rights Code, and persons making inquiries. Retention and Disposal: Permanent.

Complaint Case Files - Register and Index - Ontario Human Rights Commission, 1962-1990 (RG76-5-2)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Complainant's and respondent's name and address, conciliation reports, disposition of case, investigation reports, section of the Code allegedly violated, special program and exemption investigation reports and disposition. Uses: Research. Users: Researchers. Individuals in Bank: Complainants alleging violations of the Human Rights Code, and persons making inquiries. Retention and Disposal: Permanent.

Computer-Assisted School Health Services, 1981-1993 (RG10-212)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, health status, immunization records, sex. Uses: Research. Users: Researchers. Individuals in Bank: School children in Ontario. Retention and Disposal: Permanent.

Coroner's Inquest Files, 1843-1962 (RG22)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Reports

and medical records from coroners, pathologists, hospitals, and the Registrar General, reports from OPP and municipal police, coroner's statement and jury recommendations resulting from inquests, correspondence with federal/provincial departments, Crown attorneys, municipal departments and safety associations concerning death. Uses: Research. Users: Researchers. Individuals in Bank: Deceased individuals requiring examination. Retention and Disposal: Permanent.

Correspondence General Files, 1982-1988 (RG29-141)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address of correspondent, adoption disclosure files. May contain application for adoption, correspondence pertaining to international, post-adoption service information, private and step-parent adoption. Uses: Research. Users: Researchers. Individuals in Bank: Correspondents on adoption matters. Retention and Disposal: Permanent.

Crisis Situation Client Files (selected), 1976-1985 (RG29-116)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, financial and family information on recipients of special benefits. Uses: Research. Users: Researchers. Individuals in Bank: Individuals requiring provincial emergency assistance. Retention and Disposal: Permanent.

Crown Attorney's Prosecution Case Files, 1902-1969 (RG22-392)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, age, criminal record, police brief, record of charges, record of court appearance. Uses: Research. Users: Researchers. Individuals in Bank: Individuals prosecuted by Crown attorneys. Retention and Disposal: Permanent.

Crown Employees Grievance Settlement Board - Case Files, 1975-1978 (RG25)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A. 27. Information Maintained: Name and address of individuals, union and ministry, applications filed by union on behalf of the griever, remedy requested and decision, type of grievance. Uses: Research. Users: Researchers. Individuals in Bank: Crown employees on whose behalf a union has filed a grievance, or who have filed one on their behalf. Retention and Disposal: Permanent.

Crown Ward Administrative Review Files (selected), 1979-1989 (RG29-84)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social and medical information about Crown wards. Uses: Research. Users: Researchers. Individuals in Bank: Crown wards. Retention and Disposal: Permanent.



D'Arcy Place Developmental Centre, Resident/Client's Medical, Individual Assessment and Programme Files, 1920-1967 (RG29-58)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, case file number, clinical reports and certificates, family data, medical and social history. Uses: Research. Users: Researchers. Individuals in Bank: Residents/Inmates of D'Arcy Place Developmental Centre (formerly Ontario Hospital, Cobourg). Retention and Disposal: Permanent.

Denture Therapy Licensing Files, 1972-1975 (RG10-132)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name and educational information. Uses: Research. Users: Researchers. Individuals in Bank: Licensees and prospective licensees of the Governing Board of Denture Therapists. Retention and Disposal: Permanent.

Deportation Actions - Jails and Asylums, 1908-1913 (RG63-A-6)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, date of landing, mental and physical state, mode of deportation, nationality, place of detention, port of arrival, sex, work history. Uses: Research. Users: Researchers. Individuals in Bank: Immigrants admitted to, and subsidized by, state custodial institutions within two years of arrival in Canada. Retention and Disposal: Permanent.

Developmental Programming & Assessment Services Client Files-Muskoka, 1979-1983 (RG29-144)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Data on former Community Clients: identification, address, medical and social history, programming and educational reports and recommendations, programs initiated and progress notes from the various disciplines involved, summaries of various disciplines assessment reports. Uses: Research. Users: Researchers. Individuals in Bank: Muskoka Centre community clients. Retention and Disposal: Permanent.

Dionne Quintuplets Records, 1934-1950 (RG4-53)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, financial situation, invoices and accounts, medical history, sex. Uses: Research. Users: Researchers. Individuals in Bank: The Dionne Quintuplets. Retention and Disposal: Permanent.

Divorce Action Report Files (selected) and Index, 1957-1967 (RG4-51; 52)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Questionnaires on family financial status, correspondence, living conditions and health, numbered court documents, reports of social workers. Uses: Research. Users:

Researchers. Individuals in Bank: Juvenile members of families entering divorce proceedings and other family members. Retention and Disposal: Permanent.

Drug Control Records, 1966-1984 (RG20-I-1 to I-22)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Selected files of drug control sheets, amount issued, date, drug type, indicating name of inmate, prescribing doctor. Uses: Research. Users: Researchers. Individuals in Bank: Inmates of various Ontario jails and correctional facilities. Retention and Disposal: Permanent.

Durham Regional Centre Client Out-Service Records (selected), 1975-1986 (RG29-88)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, audiological assessments, authorization for psychological testing and assessment, kinesiological assessments, photographs of clients, referrals, test results. Uses: Research. Users: Researchers. Individuals in Bank: Persons with developmental handicaps. Retention and Disposal: Permanent.

Education Research Operational Files, 1972-1983 (RG2-236)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A. 27. Information Maintained: Name, curriculum vitae, salary, social insurance number. Uses: Research. Users: Researchers. Individuals in Bank: Professional researchers, editors, writers and translators seeking professional services contracts. Retention and Disposal: Permanent.

Employee Superannuation Contributions and Refunds Binders (RG42-32)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, occupation, pension contributions and refunds history, workplace. Uses: Research. Users: Researchers. Individuals in Bank: Employees in the Ontario Public Service, 1921-1950. Retention and Disposal: Permanent.

Estate and Maintenance Files, Toronto General Trust Company, 1878-1911 (RG63-A-2)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Personal, family and financial history. Uses: Research. Users: Researchers. Individuals in Bank: Patients of Ontario asylums and psychiatric hospitals. Retention and Disposal: Permanent.

Examination Marks of Library Students, 1916-1928 (RG2-227)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Students' name, examination results, practice work grades. Uses: Research. Users: Researchers. Individuals in Bank:

Students attending the Ontario Library School. Retention and Disposal: Permanent.

Family Benefits Case Files, 1936-1983 (RG29-86)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, case profile of financial, employment and social data, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Applicants for and recipients of general welfare assistance. Retention and Disposal: Permanent.

Fatalities - Construction, 1963 (RG7-158)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, coroner's report, date of death, marital status of deceased, police report, prevailing conditions on site when accident occurred, sex, verdict of coroner's jury. Uses: Research. Users: Researchers. Individuals in Bank: Individuals who have died as a result of construction accidents. Retention and Disposal: Permanent.

Fellowships for Studying in French Records, 1972-1984 (RG32-10)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social insurance number, address, telephone number, citizenship, date of birth, sex, education, language of instruction, mother tongue, preferred language of correspondence, name of institution, other activities (work, travel, etc.), other financial assistance, proposed program of study, residence history, transcripts. Uses: Research. Users: Researchers. Individuals in Bank: Students seeking financial assistance for postsecondary studies in French. Retention and Disposal: Permanent.

Forensic Sciences and Pathology, Early Case Files, 1931-1961 (RG33-H-1)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, autopsy and analysis reports, correspondence, scientific notes and photographs. Uses: Research. Users: Researchers. Individuals in Bank: Individuals deceased under questionable circumstances. Retention and Disposal: Permanent.

General Welfare Case Files, 1972-1987 (RG29-131)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, case profile of financial, employment and social data, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Applicants for and recipients of general welfare assistance. Retention and Disposal: Permanent.

General Welfare Case Histories (selected), 1954-1977 (RG29-46 to 48)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name and case number, financial and family information. Uses: Research. Users: Researchers. Individuals in Bank: Recipients of provincial welfare benefits from the Kenora, Kirkland Lake and Sault Ste. Marie local offices. Retention and Disposal: Permanent.

General Welfare Sample Case Files, 1934-1971 (RG29-49 to 55)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of applicant, dependent fathers assistance, eligibility and medical reports regarding blind persons assistance, interprovincial welfare, old age assistance, old age pension. Uses: Research. Users: Researchers. Individuals in Bank: Selected applicants for various forms of government welfare assistance. Retention and Disposal: Permanent.

Habilitation Case Files, 1937-1965 (RG2-60)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, IQ and examination results, address, age, family, medical and education histories. Uses: Research. Users: Researchers. Individuals in Bank: Students with physical and learning disabilities. Retention and Disposal: Permanent.

Hamilton Psychiatric Hospital Case Files, Registers and Rolls, 1876-1969 (RG10-20-D)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Patient name, admission and discharge date, mental and medical history, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Patients of Hamilton Psychiatric Hospital. Retention and Disposal: Permanent.

Hard to Service Children's Case Files, 1979-1988 (RG29-106)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, date of birth, financial information, needs analysis, sex, status of child's development. Uses: Research. Users: Researchers. Individuals in Bank: Children receiving services and their families. Retention and Disposal: Permanent.

Health Disciplines Board Case Files, 1975-1988 (RG10-182)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, decisions and reasons. Uses: Research. Users: Researchers. Individuals in Bank: Complainants, appellants, physicians, dentists, nurses, pharmacists and optometrists requesting registration in the above professions. Retention and Disposal: Permanent.



# Health Services Appeal Board Case Files, 1972-1988 (RG10-200)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, judgments and reasons. Uses: Research. Users: Researchers. Individuals in Bank: Health practitioners. Retention and Disposal: Permanent.

# Immigrant Entrepreneur Development Program Files, 1976-1986 (RG9-59)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name and business address, names and addresses of partners, agreements, applications for permanent residence, business proposals, correspondence regarding success in securing immigrant status, curriculum vitae, documents regarding property holdings, franchise agreements, leases. Uses: Research. Users: Researchers. Individuals in Bank: Immigrants requiring business assistance. Retention and Disposal: Permanent.

# Immigrant Patient Chest Disease Records, 1976-1985 (RG10-176)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name and medical information. Uses: Research. Users: Researchers. Individuals in Bank: Immigrants to Ontario with chest problems. Retention and Disposal: Permanent.

# Increase Lists (Civil Service Commission), 1944-1955 (RG25-C-4)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, institution, classification and salary, proposed salary and classification. Uses: Research; verify pension eligibility. Users: Researchers, former employees, heirs. Individuals in Bank: Former employees of the Ontario government, Ontario hospitals and reformatories, who terminated in 1945-1956 and who received a pay raise. Retention and Disposal: Permanent.

# Inmate Case Files - Ontario's Jails and Prisons, 1933-1980 (RG20-D; E; F)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name and case number, committal history, family. Uses: Research. Users: Researchers. Individuals in Bank: Inmates of provincially administered jails, lock-ups, correctional centres and prisons. Retention and Disposal: Permanent.

# Inmate Punishment Registers, 1974-1980 (RG20-D-20)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of inmate, presiding official's name, reporting officer's name, type of infraction and type of punishment. Uses: Research. Users: Researchers. Individuals in Bank: Inmates who underwent punishment while in a provincial jail, prison or

correctional facility, and Ministry of Correctional Service staff and police officers. Retention and Disposal: Permanent.

# Insurance Claims - Closed, 1977-1987 (RG42-14)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, incident description and correspondence, occupation, personal insurance history. Uses: Research. Users: Researchers. Individuals in Bank: Claimants. Retention and Disposal: Permanent.

# Investigation Case Files, 1970-1983 (RG20)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Case files compiled by the Investigations and Security Unit of the Ministry, investigators' notes, recommendation and findings, supporting documentation. Uses: Research. Users: Researchers. Individuals in Bank: Inmates of correctional facilities, staff of the Ministry of Correctional Services and members of public. Retention and Disposal: Permanent.

# Jail Surgeons Registers, 1858-1975 (RG20-D; E; F)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of patient and attending physician, date, diagnosis, medicine prescribed. Uses: Research. Users: Researchers. Individuals in Bank: Inmates of various Ontario jails and correctional facilities. Retention and Disposal: Permanent.

# Jails and Asylums, Deportations, Notices and Returns, 1901-1916 (RG63-A-6; D)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, deportation and employment information, family, medical. Uses: Research. Users: Researchers. Individuals in Bank: Inmates and those who were deported. Retention and Disposal: Permanent.

# Land Speculation Files, Ministry of Revenue (RG26-21)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of land vendor and file number, addresses of vendors and purchasers, affidavits, deeds, descriptions of property and buildings, lien clearance certificates, offers to purchase, purchasers, value of land (including estimated fair market value). Uses: Research. Users: Researchers. Individuals in Bank: Land vendors and purchasers. Retention and Disposal: Permanent.

# Langstaff Psychiatric Hospital Case Files, 1942-1960 (RG10-20-M)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Patients of Langstaff Psychiatric Hospital. Retention and Disposal: Permanent.

Legal Aid Case Files, 1975-1988 (RG29-96)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name and financial information of applicants and recipients. Uses: Research. Users: Researchers. Individuals in Bank: Recipients of legal aid. Retention and Disposal: Permanent.

Liquor Licence Board of Ontario - Interdiction Files, 1929-1990 (RG36-13)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A. 27. Information Maintained: Name, results of board hearings, address, telephone number, criminal record, address, investigation reports from police departments, letters of complaint, orders of interdiction, report on completion of interdiction terms with recommendations. Uses: Research. Users: Researchers. Individuals in Bank: Individuals placed on interdiction (Individuals to whom sale of alcohol is prohibited). Retention and Disposal: Permanent.

London Psychiatric Hospital Case Files, Registers and Rolls, 1865-1970 (RG10-20-C)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Patients of London Psychiatric Hospital. Retention and Disposal: Permanent.

Lunatic Index, 1869-1913 (RG8-11)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of individuals. Uses: Research. Users: Researchers. Individuals in Bank: Persons declared insane by the Courts. Retention and Disposal: Permanent.

Miniature Chest X-Rays (selected), 1977 (RG10-147)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, diagnostic codes, index slips, miniature chest X-ray film. Uses: Research. Users: Researchers. Individuals in Bank: Employees referred by doctors or employers for chest X-rays in Metropolitan Toronto. Retention and Disposal: Permanent.

Minister of Labour Correspondence - Workers' Compensation Claims, 1930-1940 (RG7-5-2)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, company, correspondence regarding claims, nature of injury, occupational classification, photographs, press clippings, salary. Uses: Research. Users: Researchers. Individuals in Bank: WCB claimants. Retention and Disposal: Permanent.

Ministry of Education Personnel Records, 1844-1882 (RG2-L-5)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, religion, classification, salary, date of appointment, date of resignation (including normal and model school personnel). Uses: Research. Users: Researchers. Individuals in Bank: Ministry of Education and Training personnel. Retention and Disposal: Permanent.

Ministry of the Attorney General: Freedom of Information

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Case files compiled by the Ministry of the Attorney General Freedom of Information Office, copies of documents believed relevant to the requests and memoranda, correspondence about the request. Uses: Research. Users: Researchers. Individuals in Bank: People submitting Freedom of Information Act access requests to the Ministry of the Attorney General. Retention and Disposal: Permanent.

Minority Language (French) Teachers Bursary Program Files, 1972-1984 (RG32-9)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, course results, date of issue of Ontario Teaching Certificate or Letter of Standing, level of teaching, proof of course registration, proposed course, sex, social insurance number. Uses: Research. Users: Researchers. Individuals in Bank: Teachers seeking financial assistance. Retention and Disposal: Permanent.

Mother's Allowance Case Files (selected), 1923-1966 (RG29-36)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of applicant, eligibility reports. Uses: Research. Users: Researchers. Individuals in Bank: Selected applicants for Mothers' Allowance benefits. Retention and Disposal: Permanent.

Municipal Tax Reform Policy Files, 1970 (RG19-116)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, amount of tax relief received, location. Uses: Research. Users: Researchers. Individuals in Bank: Farmers. Retention and Disposal: Permanent.

Muskoka Centre Residents/Clients Medical, Ind.Assessment & Program Files, 1920-73 (RG29-142)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, admission and discharge summaries, date of birth, education, individual program planning information, medical treatment, sex, social history. Uses: Research. Users: Researchers. Individuals in Bank: Former clients of



developmentally handicapped facility. Retention and Disposal: Permanent.

Neuro-Psychiatric Clinic: Clinical Files, Guelph Correction Centre, 1955-1970 (RG20,E-6)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Adult male inmates from Ontario correctional facilities examined at the Guelph Neuro-Psychiatric, arsonists, sexual deviants etc.). Files provide information of type of psychiatric disorders among male inm. Uses: Research. Users: Researchers. Individuals in Bank: Male inmates of Ontario correctional institutions. Retention and Disposal: Permanent.

New Venture Loans - Declined, 1986-1989 (RG9-104)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social insurance number, address, business experience, business plan, citizenship status, date of birth, sex, education, gross annual income, home telephone number, most recent employer, personal finance and creditors, province of residence. Uses: Research. Users: Researchers. Individuals in Bank: Applicants who are Ontario residents and aged 18 years and older. Retention and Disposal: Permanent.

Observation and Detention Home Case Files (selected), 1970-1986 (RG60-51; 53; 54)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, behaviour reports, medical reports, registration and discharge information, school progress reports. Uses: Research. Users: Researchers. Individuals in Bank: Juveniles residing in Observation and Detention Homes. Retention and Disposal: Permanent.

Office of the Chief Coroner - Coroner's Inquest Files, 1963-1965 (RG33-G-2)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Reports and medical records from hospitals, coroners and the Registrar General; coroner's statement, jury recommendations from inquest, pathologists, reports from police departments and Crown attorneys concerning death. Uses: Research. Users: Researchers. Individuals in Bank: Individuals whose death was investigated by a coroner and where the circumstances surrounding the death were felt by the coroner to warrant a formal inquest. Retention and Disposal: Permanent.

Office of the Chief Coroner - Coroner's Investigation Files, 1965 (RG33-G-1)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of the deceased, cause of death, coroner's name, forensic laboratory reports, inquest results, jurors' recommendations and police reports, post-mortem reports, verdicts. Uses: Research. Users: Researchers. Individuals in Bank:

Individuals whose death was investigated by a coroner. Retention and Disposal: Permanent.

Office of the Fire Marshal - Fire Investigation Files (selected) (Large Loss Fires, Fatal Fires and Explosions), 1929-1980 (R)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, home address, date of birth and sex of parties involved, list of any injuries or fatalities, the date, location and area of building and the cause of the fire. Uses: Research. Users: Researchers. Individuals in Bank: Owners or occupants of buildings where fire occurred and/or owners, occupants or persons charged with fire-related offences. Retention and Disposal: Permanent.

Office of the Police Complaints Commissioner: Complaint, Review and General Inquiry Case Files, 1982-1984 (RG4-92)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Names and addresses and witnesses and police officers, Case files compiled by the Police Complaints Commissioner giving name, findings and recommendations, investigation notes, nature of complaint. Uses: Research. Users: Researchers. Individuals in Bank: Complainants, witnesses and police officers. Retention and Disposal: Permanent.

Official Guardian Branch: Custody and Access Case Files, 1980-1984 (RG4-98)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Case files compiled by the Official Guardian Branch while representing, mental health professionals as well as copies of any affidavits, social workers. Uses: Research. Users: Researchers. Individuals in Bank: Children whose parents are involved in divorce and custody actions. Retention and Disposal: Permanent.

Ontario Asylums Committal and Discharge Files, 1901-1931 (RG63-A-4)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Personal, family and medical history. Uses: Research. Users: Researchers. Individuals in Bank: Persons declared insane by the courts. Retention and Disposal: Permanent.

Ontario Asylums Committal and Discharge Files, 1880-1900 (RG8-1-2)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Personal, family and medical history. Uses: Research. Users: Researchers. Individuals in Bank: Persons declared insane by the Courts. Retention and Disposal: Permanent.

Ontario Career Action Program Trainee Files, 1977-1980 (RG32-5)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social insurance number, address, age, copy of birth certificate or other proof of age and citizenship, education and employment history, internal counselling forms, letters of reference, report of academic standing, supervisor's monthly performance appraisals, trainee movement reports, work experience agreements. Uses: Research. Users: Researchers. Individuals in Bank: Graduate trainees applying to the Career Action Program. Retention and Disposal: Permanent.

Ontario Graduate Scholarship Program Files, 1963-1989 (RG32-8)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, age, citizenship, education, mother tongue, other scholarships, proposed program of study and institution, references and academic ranking, sex, social insurance number, transcripts. Uses: Research. Users: Researchers. Individuals in Bank: Students seeking financial assistance for graduate studies. Retention and Disposal: Permanent.

Ontario Home Buyers' Grant Files, 1975-1979 (RG26)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, applicant's and spouse's social insurance number, birth date, maiden name, marital status, purchase price of home and date acquired, telephone numbers. Uses: Research. Users: Researchers. Individuals in Bank: Applicants to grant program. Retention and Disposal: Permanent.

Ontario Home Renewal Program Files (OHRP), 1974-1984 (RG43)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, financial data of homeowners applying for home renovation grants, municipality details and staff assessments. Uses: Research. Users: Researchers. Individuals in Bank: Applicants to grant program. Retention and Disposal: Permanent.

Ontario Medal for Firefighters Bravery - Recipients, 1984-1989 (RG74-17-5)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Files containing nominations sought through the firefighters community, fire reports, letters of acknowledgement, statements of witnesses, etc. Uses: Research. Users: Researchers. Individuals in Bank: Recipients of the Ontario Medal for Firefighters Bravery. Retention and Disposal: Permanent.

Ontario Medal for Good Citizenship - Recipients, 1984-1987 (RG74-17-6)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Files containing nominations sought through newspaper advertising, letters of acknowledgement, support letters, etc, regarding every recipient of the Ontario Medal for Good Citizenship. Uses: Research. Users: Researchers. Individuals in Bank: Recipients of the Ontario Medal for Good Citizenship. Retention and Disposal: Permanent.

Ontario Medal for Police Bravery - Nominations, 1977-1986 (RG74-17-3)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Files containing nominations sought throughout police community, letters of acknowledgement, police reports, statements of witnesses, etc. Uses: Research. Users: Researchers. Individuals in Bank: Nominees being reviewed to determine the annual recipients of the Ontario Medal for Police Bravery. Retention and Disposal: Permanent.

Ontario Medal for Police Bravery - Recipients, 1984-1989 (RG74-17-4)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Files containing nominations sought throughout police community, letters of acknowledgement, police reports, statements of witnesses, etc. Uses: Research. Users: Researchers. Individuals in Bank: Recipients of the Ontario Medal for Police Bravery. Retention and Disposal: Permanent.

Ontario Provincial Police Applications for Enrolment, 1909-1925 (RG23-C-1)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, background, personal history. Uses: Research. Users: Researchers. Individuals in Bank: Applicants. Retention and Disposal: Permanent.

Ontario Provincial Police Commendatory Correspondence, 1910-1976 (RG23-C-4)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of OPP staff member, address, covering remarks of OPP management, nature of activity resulting in commendatory remarks, persons corresponding. Uses: Research. Users: Researchers. Individuals in Bank: OPP personnel. Retention and Disposal: Permanent.

Ontario Provincial Police Complaints Correspondence, 1910-1981 (RG23-C-6; C-7)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of OPP staff member, OPP investigative notes, covering remarks of OPP management, names of persons



corresponding, address, nature of activity resulting in complaint, specific complaint lodged, notes on disciplinary action taken. Uses: Research. Users: Researchers. Individuals in Bank: OPP personnel. Retention and Disposal: Permanent.

Ontario Provincial Police Criminal Investigation Reports, 1909-1977 (RG23-E-1 to E-141)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, criminal history reports, criminal investigation reports, fingerprints, maps, nature of crime committed, objects as evidence, photographs, sex. Uses: Research. Users: Researchers. Individuals in Bank: Persons under investigation. Retention and Disposal: Permanent.

Ontario Provincial Police Honours and Awards Correspondence, 1965-1979 (RG23-23)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1980, c.A.27. Information Maintained: Name, circumstances of action, correspondence, date, honour or award given. Uses: Research. Users: Researchers. Individuals in Bank: Constables and officers. Retention and Disposal: Permanent.

Ontario Provincial Police Major Occurrence Reports, 1969-1984 (RG23-I)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, sex, criminal investigation reports, maps, photographs, fingerprints and criminal history reports, nature of crime and file number. Uses: Research. Users: Researchers. Individuals in Bank: Persons under investigation. Retention and Disposal: Permanent.

Ontario Provincial Police Private Investigators and Security Guards Licensing Files - Agencies, 1910-1974 (RG23-H-3)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of agency, principal officers and employees, and investigative notes on complaints received, correspondence and complaints concerning agency and its employees, duplicate of licences issued. Uses: Research. Users: Researchers. Individuals in Bank: Private investigators and security guards. Retention and Disposal: Permanent.

Ontario Provincial Police - Separated Commissioned Officers Staff Records, 1922-1945 (RG23-C-3)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, cases handled, employment history, salary. Uses: Research. Users: Researchers. Individuals in Bank: Constables promoted to commissioned officers. Retention and Disposal: Permanent.

Ontario Public Service Labour Relations Tribunal - Case Files, 1973-1975 (RG25)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name and address of individual, union and ministry, remedy requested and decision, type of complaint or request of grievance. Uses: Research. Users: Researchers. Individuals in Bank: Public servants affected by applications filed before the tribunal. Retention and Disposal: Permanent.

Ontario Special Bursary Plan Files, 1979-1983 (RG32-11)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social insurance number, address, age, sex, citizenship, education and work history, income, marital status, number of children, residence history. Uses: Research. Users: Researchers. Individuals in Bank: Students seeking financial assistance for academic upgrading programs or part-time courses at postsecondary institutions. Retention and Disposal: Permanent.

Ontario Tuberculosis Register, 1940-1960 (RG10-233)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, OHIP number, address, bacteriology, case history, country of birth and origin, diagnosis, facts relevant to treatment, known close contacts, occupation, physician treating the case. Uses: Research. Users: Researchers. Individuals in Bank: Individuals with active or reactivated tuberculosis. Retention and Disposal: Permanent.

Order of Ontario - Nominations, 1987-1989 (RG74-17-1)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Files containing nominations sought through newspaper advertisements, letters of acknowledgement, pertaining to the eligibility of the nominee, support letters. Uses: Research. Users: Researchers. Individuals in Bank: Nominees being reviewed for possible receipt of the Order of Ontario. Retention and Disposal: Permanent.

Order of Ontario - Recipients, 1987 (RG74-17-2)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Files containing nominations sought through newspaper advertisements, etc, letters of acknowledgement, pertaining to each recipient of the Order of Ontario, support letters. Uses: Research. Users: Researchers. Individuals in Bank: Recipients of the Order of Ontario. Retention and Disposal: Permanent.

Pathology Reports and Slides - Thunder Bay, 1947-1966 (RG10-62)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, case number, medical and diagnostic information. Uses: Research. Users: Researchers. Individuals in Bank: Patients

of Northern Ontario hospitals for whom tissue samples were submitted for pathological analysis. Retention and Disposal: Permanent.

#### Patient Case Files - Syphilis, 1920-1981 (RG10-223)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, medical history. Uses: Research. Users: Researchers. Individuals in Bank: People reported to have syphilis. Retention and Disposal: Permanent.

#### Patients Medical Records - Closed Private Hospitals, 1969-1973 (RG10-232)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Includes patients' personal medical files, data on patients' identification, diagnosis, doctor's orders, examinations, medical drug record and written records of medical history, nurses' notes relating to the patient, progress notes and related matters. Uses: Research. Users: Researchers. Individuals in Bank: Patients of private hospitals. Retention and Disposal: Permanent.

#### Penetanguishene Mental Health Centre Case Files and Registers, 1904-1977 (RG10-20-J)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Patients of Penetanguishene Mental Health Centre. Retention and Disposal: Permanent.

#### Personnel Files (former Department of Mines) (RG13-D-1)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Employee name, address, age, chest X-ray reports, educational history, group insurance numbers, health category reports, marital status, past employment, performance appraisals, salary. Uses: Research. Users: Researchers. Individuals in Bank: Personnel, former Department of Mines. Retention and Disposal: Permanent.

#### Personnel Files - Archives of Ontario, 1977 (RG17-3)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, recommendations, salary. Uses: Research. Users: Researchers. Individuals in Bank: Selected employees. Retention and Disposal: Permanent.

#### Personnel Files - Ministry of Labour, 1934-1973 (RG7-107)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, age, date of birth, education, employee interviews, employee number, job applications, job name and code, marital status, physical description, qualifications, recommendations, salary and benefits, social insurance number, telephone number, vacation/holiday credits, war

record. Uses: Research. Users: Researchers. Individuals in Bank: Senior civil servants employed by the Ministry of Labour. Retention and Disposal: Permanent.

#### Personnel Files - Provincial Board of Health, 1904-1921 (RG62-B-3-A)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, duties, salary. Uses: Research. Users: Researchers. Individuals in Bank: Selected officers. Retention and Disposal: Permanent.

#### Pesticides Complaints and Investigations Files - Investigation Files, 1964-1979 (RG12-57-1)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, and/or application of pesticides, investigation details, legal documents, records of fines charged for improper use. Uses: Research. Users: Researchers. Individuals in Bank: Complainants and charged or investigated companies. Retention and Disposal: Permanent.

#### Practitioners Register Catalogue, 1977-1986 (RG30-20)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, district, licence and date, practice type. Uses: Research. Users: Researchers. Individuals in Bank: Registered medical practitioners. Retention and Disposal: Permanent.

#### Prison and Jail Registers, 1832-1976 (RG20-E; F)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, date, date of discharge and magistrate's remarks, education, height, inmate number, marital status, offence, physical description, place and term of conviction, sex. Uses: Research. Users: Researchers. Individuals in Bank: Inmates. Retention and Disposal: Permanent.

#### Private Manuscript Donor Index

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Donor's name, address, date of the accession, terms of accession and accession number. Uses: Maintain control over private manuscript accessions. Users: Archives staff. Individuals in Bank: Donors. Retention and Disposal: Permanent.

#### Private Scholarships Files, 1926-1988 (RG2-234)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, cheque payment, recommendation letters, sex, transcripts of marks. Uses: Research. Users: Researchers. Individuals in Bank: Elementary, secondary and first-year university students recommended by their schools for private scholarships. Retention and Disposal: Permanent.



Probation and Aftercare Files, Juvenile (selected), 1952-1988 (RG60-55)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, family and educational information. Uses: Research. Users: Researchers. Individuals in Bank: Juvenile wards and parolees. Retention and Disposal: Permanent.

Probation and Parole Files (selected from various Ontario locations), 1972-1989 (RG20-G-1 to G-17)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, age, background documentation of individual's social milieu, compliance with probation officials, criminal offences, notes of meetings and difficulties, probation and parole ordered, relatives. Uses: Research. Users: Researchers. Individuals in Bank: Individuals granted probation or parole. Retention and Disposal: Permanent.

Producer Audit Files, Milk Commission of Ontario, 1963-1973 (RG16-169)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of producer, audit and investigation reports on operations and financial condition, correspondence, financial statements and exhibits. Uses: Research. Users: Researchers. Individuals in Bank: Milk producers. Retention and Disposal: Permanent.

Producer Files, Fund for Milk and Cream Producers, 1965-1976 (RG16-169)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, confidential financial reports and fee collection sheets, financial statements. Uses: Research. Users: Researchers. Individuals in Bank: Milk producers. Retention and Disposal: Permanent.

Professional Credentials - Inactive Nurses, 1912-1973 (RG10-236)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Professional qualifications, employment history, financial data. Uses: Research. Users: Researchers. Individuals in Bank: Public health nurses trained in Ontario and formerly employed in local official health agencies. Retention and Disposal: Permanent.

Provincial Benefits Case Review Files (selected), 1978-1980 (RG29-02)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, financial data re benefits recipients being reviewed for eligibility, medical. Uses: Research. Users: Researchers. Individuals in Bank: Recipients of provincial welfare benefits who have problems with or questions concerning eligibility or entitlement. Retention and Disposal: Permanent.

Psychiatric Hospital Case Files, Registers and Rolls, 1855-1974 (RG10-20-F)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Patients of Kingston Psychiatric Hospital. Retention and Disposal: Permanent.

Psychiatric Hospital Casebooks and Registers, 1890-1968 (RG10-20-H)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Patients of Lakeshore Psychiatric Hospital. Retention and Disposal: Permanent.

Psychiatric Hospitals Master Patient and Resident Index, 1870-1975 (RG10-20-A-4)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Personal and medical history. Uses: Research. Users: Researchers. Individuals in Bank: Patients of psychiatric hospitals. Retention and Disposal: Permanent.

Psychiatric and Retarded Patients Correspondence, 1962-1977 (RG10-229)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Personal, medical and family history. Uses: Research. Users: Researchers. Individuals in Bank: Psychiatric and retarded patients. Retention and Disposal: Permanent.

Public Health Nurses Staff Files, 1927-1935 (RG10-30-A-6)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name and educational information. Uses: Research. Users: Researchers. Individuals in Bank: Public health nurses. Retention and Disposal: Permanent.

Public Service Grievance Board (Ontario Joint Council) - Classification Grievance Files, 1962-1978 (RG25)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Names of employees who were appellants, addresses, remedy requested and decision, respondents, type of grievance, witnesses. Uses: Research. Users: Researchers. Individuals in Bank: Public service employees. Retention and Disposal: Permanent.

Public Service Grievance Board - Completed Grievance Files, 1960-1975 (RG25, 0-1-1)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Names of employees and ministry who were appellants, addresses, remedy requested and decision, respondents, type of

grievance, witnesses. Uses: Research. Users: Researchers. Individuals in Bank: Non-bargaining unit public servants who have filed for a hearing before the board. Retention and Disposal: Permanent.

Queen Street Mental Health Centre Admission Orders and Histories, Case Files and Registers and Rolls, 1841-1980 (RG-10-20-B)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Patients admitted to Queen Street Mental Health Centre. Retention and Disposal: Permanent.

Reading Room Daily Register - Archives of Ontario (RG17)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, locker number, research pass number, time of arrival, time of departure. Uses: Identify bona fide users of the archives; maintain security of archival holdings issued to specific users; assist in research and statistical reports; assist in space allocation. Users: Archives staff. Individuals in Bank: Registered Archives researchers. Retention and Disposal: Ten years, then transferred to archives. (Under review).

Reading Room Registration Records - Archives of Ontario

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, personal identifier, subject of research, telephone number, type of research. Uses: Identify bona fide users of the archives; maintain security of archival holdings issued to specific users; assist in research and statistical reports; assist in space allocation; allow contact with users to whom specific materials are issued in case of loss, legal restrictions or violations. Users: Archives staff. Individuals in Bank: Archives researchers. Retention and Disposal: Five years, then destroyed. (Under review).

Reading Room Request Slips - Archives of Ontario

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of researcher, date material ordered/returned, identification of archival material ordered, relevant access restriction, research pass/locker number. Uses: Tracking of archival material issued to/returned by researchers in archives reading room. Users: Archives staff. Individuals in Bank: Registered Archives researchers. Retention and Disposal: Three years, then destroyed. (Under review).

Record of Revenue Transactions (Archives of Ontario)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, identifier number, payment record, request information. Uses: Log information requested; prepare production copies; record and report revenue transactions; prepare statistical reports. Users: Managers, Information and

Resource Operations staff. Individuals in Bank: Users of research/reproduction services. Retention and Disposal: Not determined.

Records of the Victoria Industrial School, Mimico, 1887-1935 (RG8-51)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name and case number of inmate, abilities, activities, address, aptitudes, character, date and place of birth, education, employment history, family details, health, medical history, physical description, record of offences and punishments. Uses: Research. Users: Researchers. Individuals in Bank: Juvenile inmates aged 14-21. Retention and Disposal: Permanent.

Regional Centre Case Files/Registers, 1876-1971 (RG29-25)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, parents, residence, admission and discharge dates, case file number, certificates, clinical reports, religion, etc. Uses: Research. Users: Researchers. Individuals in Bank: Residents/inmates of Huronia Regional Centre (formerly Ontario Hospital School, Orillia). Retention and Disposal: Permanent.

Regional Children's Centre Case Files - Thunder Bay (selected), 1964-1973 (RG29-76)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Outpatient's registration/termination, art work, case formulation, date of birth, family background, parent evaluation, progress notes, psychological report. Uses: Research. Users: Researchers. Individuals in Bank: Children in Regional Children's Centre, Thunder Bay. Retention and Disposal: Permanent.

Rehabilitation Case Files - "A" and "R" (selected), 1968-1988 (RG29-38)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name and case number, financial and educational information, medical. Uses: Research. Users: Researchers. Individuals in Bank: Applicants and recipients of vocational rehabilitation services. Retention and Disposal: Permanent.

Rent Review Operating Files - Residential Tenancy Commission, 1979-1984 (RG43)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Names and addresses of landlords and tenants, applications for rent review (increase, rebate or reduction) by landlords or tenants, supporting financial documentation. Uses: Research. Users: Researchers. Individuals in Bank: Tenants and landlords. Retention and Disposal: Permanent.



Reports - Worker's Compensation Board, 1957 (RG39-1)  
Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of claimant, address of employer, attending physician, cause of occupational disease, claim number, employer, occupation, parts of body affected. Uses: Research. Users: Researchers. Individuals in Bank: WCB claimants. Retention and Disposal: Permanent.

Reports of Academic Standing, 1873-1929 (RG2-133)  
Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, age, certificates and/or diplomas, examination results. Uses: Research. Users: Researchers. Individuals in Bank: Students. Retention and Disposal: Permanent.

Resident's Individual Medical Assessment and Program Files (Oxford Regional Centre) (RG29-23)  
Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Data on former Community Clients: identification, address, medical and social history, summaries of various disciplines assessment reports, programming and educational reports and recommendations, programs initiated and progress notes from the various disciplines involved, and follow-up reports. Uses: Research. Users: Researchers. Individuals in Bank: Oxford Regional Centre clients. Retention and Disposal: Permanent.

Residents' Files - Closed Nursing Homes, 1965-1972 (RG10-238)  
Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, billing and other accounting information, diagnoses, examinations, medical and drug history of resident, physician's orders and progress notes. Uses: Research. Users: Researchers. Individuals in Bank: Discharged or deceased residents of closed nursing homes. Retention and Disposal: Permanent.

Residents/Clients Medical Individual Assessment and Program Files (Huron Regional Centre), 1876-1971 (Admissions 1876-1933) (RG29-25-2)  
Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, admission and discharge summaries, date of birth, education, individual program planning information, medical treatment, sex, social history. Uses: Research. Users: Researchers. Individuals in Bank: Former clients of this facility for the developmentally handicapped. Retention and Disposal: Permanent.

Selected Adult Inmate Case Files: Main Office Copy, 1933-1961 (RG20-D-1)  
Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, birth place, date of birth, dependants, education background,

immigration date, marital status, nationality, religion, occupation, previous convictions, offence, sentence, name of judge, release date. Uses: Research. Users: Researchers. Individuals in Bank: Adult inmates (16 years of age and older) committed to a provincial jail, prison or correctional facility; Ministry of Correctional Services employees and police officers. Retention and Disposal: Permanent.

Social Assistance Review Board Notices of Decision, 1969-1984 (RG29-129)  
Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, case number and eligibility information about recipients. Uses: Research. Users: Researchers. Individuals in Bank: Welfare recipients. Retention and Disposal: Permanent.

Socio-Economic Problems of Eastern Ontario Farm Families, 1963-1967 (RG16-26)  
Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, personal income statistics, property evaluation, property holdings, survey data and reports by geographical code. Uses: Research. Users: Researchers. Individuals in Bank: Farm families. Retention and Disposal: Permanent.

Soldiers Aid Commission Canteen Fund Files (selected), 1929-1976 (RG29-65)  
Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, financial, family and medical information re applicants and recipients. Uses: Research. Users: Researchers. Individuals in Bank: Recipients of aid. Retention and Disposal: Permanent.

Southwest Regional Centre - Residents'/Clients' Medical, Individual Assessments & Program Files, 1896-1973 (RG29-57)  
Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Physician's certificate of mental illness or handicap, clinical records, social history, miscellaneous correspondence, legal status, admission and transfer or discharge summaries by various disciplines, medical treatment and educational and programming information relating to patients. Uses: Research. Users: Researchers. Individuals in Bank: Developmentally handicapped and emotionally disturbed patients. Retention and Disposal: Permanent.

Special Investigations Branch - Tax Investigation Files, 1972-1987 (RG26-27)  
Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of individuals or companies under investigation, age, business position, financial business information. Uses: Research. Users: Researchers. Individuals in Bank: Individuals or companies suspected of non-compliance with the requirements of tax revenue statutes and grants program administration. Retention and Disposal: Permanent.

Special Placement Officer (Immigration) - Correspondence, 1946-1953 (RG7-110)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, age, birth date, education, emigration number, marital status, military and war service, names of dependents, occupation, physical characteristics. Uses: Research. Users: Researchers. Individuals in Bank: Immigrants looking for job opportunities in Ontario. Retention and Disposal: Permanent.

Special Scholarships and Fellowships Files, 1975-1983 (RG32-13)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social insurance number, address, intended program of study and name of institution, language of instruction, letters of recommendation, mother tongue, residence history, sex, telephone, transcripts. Uses: Research. Users: Researchers. Individuals in Bank: Students seeking financial assistance. Retention and Disposal: Permanent.

St. John's Training School Ward Files, 1897-1940 (RG60-27)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Juvenile wards, legal documents, reports, summaries, memorandums, orders/approvals, correspondence relating to wards background, residence, progress and future plans. Created by medical and teaching professionals, training school/ministry staff, judicial and police authorities and parents. Uses: Research. Users: Researchers. Individuals in Bank: Juvenile wards of the St. John's Training School. Retention and Disposal: Permanent.

Student Venture Capital Program Files, 1981-1987 (RG72-30)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, Student Venture Capital Program rating, business plan, contracts, credit profile, educational history, home address, references, social insurance number, telephone number. Uses: Research. Users: Researchers. Individuals in Bank: High school, community college and university students applying for Student Venture Capital loans. Retention and Disposal: Permanent.

Subrogation Files, 1969-1983 (RG39-3)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social insurance number, address of injured worker, claim file number, defendants and representatives, interpretations and legal opinions, medical information, public liability insurance particulars, wage information and employment history. Uses: Research. Users: Researchers. Individuals in Bank: Person(s) who transfer his/her legal right of action to another person(s). Retention and Disposal: Permanent.

Subsidies Branch - Farm Tax Reduction Program, 1970-1975 (RG50)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Names and addresses of farmers, farm property assessment and ownership information, land use, property taxes paid, roll number, school support. Uses: Research. Users: Researchers. Individuals in Bank: Farmers receiving rebates on property taxes. Retention and Disposal: Permanent.

Subsidies Branch - Provincial Properties Program, 1969-1980 (RG50)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Names and addresses of tenants of provincial properties, property assessment and ownership information, school support, share of property taxes paid and land use. Uses: Research. Users: Researchers. Individuals in Bank: Tenants of provincial properties. Retention and Disposal: Permanent.

Summer Language Bursary Program Files, 1971-1986 (RG32-12)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social insurance number, address, telephone number, age, citizenship, education, employment history, name and address of student's parents, sex, student's evaluation of course, telephone number of student's parents. Uses: Research. Users: Researchers. Individuals in Bank: Students seeking financial assistance for second-language immersion courses. Retention and Disposal: Permanent.

Surrey Place Centre Residents' Medical and Residential Files, 1966-1969 (RG29-94)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, admission and discharge summaries, date of birth, education, individual program planning information, medical treatment, sex, social history. Uses: Research. Users: Researchers. Individuals in Bank: Residents of Surrey Place Centre for the Developmentally Handicapped. Retention and Disposal: Permanent.

Survey of Rural Land, 1968-1975 (RG16-27)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, evaluation of land and tax levels by coded geographical area, property holdings and locations. Uses: Research. Users: Researchers. Individuals in Bank: Farmers. Retention and Disposal: Permanent.

Tax Appeals Branch - Precedent Case Files, 1971-1987 (RG26-58)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, old age security number, social insurance number, account number, address, correspondence and replies, financial



transactions, legal opinions, permit number, personal opinions, telephone number, third party references. Uses: Research. Users: Researchers. Individuals in Bank: Individuals filing a notice of appeal with the Tax Appeals Branch, Ministry of Revenue. Retention and Disposal: Permanent.

Tax Appeals, Closed Files, 1981-1983 (RG26-57)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, old age security number and social insurance number, account number, address, correspondence and replies, financial transactions, legal opinions, permit number, personal opinions, telephone number, third party references. Uses: Research. Users: Researchers. Individuals in Bank: Individuals filing a notice of appeal with the Tax Appeals Branch, Ministry of Revenue. Retention and Disposal: Permanent.

Tax Objections, Closed Files, 1971-1983 (RG26-29)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, old age security number and social insurance number, account number, address, correspondence and replies, financial transactions, legal opinions, permit number, personal opinions, telephone number, third party references. Uses: Research. Users: Researchers. Individuals in Bank: Individuals filing a notice of objection with the Tax Appeals Branch, Ministry of Revenue. Retention and Disposal: Permanent.

Teachers' Files - Ontario Teachers, 1968-1976 (RG2-280)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, account number, address, correspondence and replies, financial transactions, legal opinions, old age security number, permit number, personal opinions, social insurance number, telephone number, third party references. Uses: Research. Users: Researchers. Individuals in Bank: Teachers who are qualified to teach in Ontario and teachers who are suspended from teaching. Retention and Disposal: Permanent.

Teachers' Superannuation Records, 1852-1948 (RG2-M-1-A to M-1-C; M-2)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, amount of pension contributed/received, certificate of moral character, date of death of superannuated teachers and inspectors, date of retirement, medical certificate, registered number, years of service. Uses: Research. Users: Researchers. Individuals in Bank: Retired teachers and inspectors applying for and receiving pension benefits. Retention and Disposal: Permanent.

Teachers' and Principals' Application, Examination and Certification Records, 1847-1975 (RG2-H-1 to H-3)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, IQ, address, age, certificate issue and expiry dates, certificate of moral character, certificates and/or degrees held, course, education and teaching history of teachers, examination results, instructor's remarks, letter of standing number, municipal recreation directors, principals, religion, vocational specialists. Uses: Research. Users: Researchers. Individuals in Bank: Teachers and principals. Retention and Disposal: Permanent.

Thalidomide Case Files, 1962-1978 (RG10-187)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Names of Ontario residents affected by thalidomide, medical and financial information. Uses: Legal and historical. Users: Historians, sociologists, statisticians and lawyers. Individuals in Bank: Ontario residents affected by thalidomide. Retention and Disposal: Permanent.

Toronto (Don) Jail Staff Files, 1955-1974 (RG20-F-43; K-10 to K-18)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, application, appraisal reports and photographs, background information, correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Staff of the Toronto (Don) Jail. Retention and Disposal: Permanent.

Toronto Reception Hospital for the Insane Case Files and Registers, 1914-1920 (RG10-20-G)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Patient name, admission and discharge dates, mental and medical history, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Patients of Toronto Reception Hospital for the Insane. Retention and Disposal: Permanent.

Toronto Training School for Girls Jail Register, Index Record Book and Admission Examination Book, 1952-1958 (RG60-35; 36; 37)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, date of admission, date of discharge, demographic data, medical and family history, offence and sentence. Uses: Research. Users: Researchers. Individuals in Bank: Juvenile wards in the Ontario Training School for Girls, Toronto. Retention and Disposal: Permanent.

Training School Advisory Board Admission Registers, 1931-1968 (RG60-2)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, date and status of admission, place of residence. Uses:

Research. Users: Researchers. Individuals in Bank: Youths admitted or committed to training school. Retention and Disposal: Permanent.

Training School Advisory Board (Main Office) Ward Files (selected), 1890s-1985 (RG60)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, family history, juvenile court proceedings, medical, psychological and academic reports. Uses: Research. Users: Researchers. Individuals in Bank: Juvenile wards in the Ontario Industrial and Training Schools. Retention and Disposal: Permanent.

Trends in Farm Abandonment Study, 1956-1962 (RG16-25)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, analysis of information, financial evaluation, location of property, maps and final reports by geographical code, personal income statistics, surveys undertaken. Uses: Research. Users: Researchers. Individuals in Bank: Farmers. Retention and Disposal: Permanent.

Trust Files of Deceased Persons (selected), 1944-1977 (RG4-54)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social insurance number and other personal documents, cards and other personal documents, cheques, correspondence and other personal papers, financial statements and financial management accounts, year of death. Uses: Research. Users: Researchers. Individuals in Bank: Individuals committed to provincial institutions as insane or otherwise unable to manage their affairs, and who are now deceased. Retention and Disposal: Permanent.

Trust Files of Persons Released from Institutions for the Insane, 1967 (RG4-54)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social insurance number, financial information, personal history, year of release. Uses: Research. Users: Researchers. Individuals in Bank: Individuals released from institutions for the insane. Retention and Disposal: Permanent.

Venture Capital Program Files, 1974-1980 (RG 32-38)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, application, business experience, citizenship status, date of birth, education, final income statement, gross annual income, loan contract, personal finance and creditors, rating sheet, sex, social insurance number, telephone number. Uses: Research. Users: Researchers. Individuals in Bank: All applicants who are Ontario residents aged 15 or over and who are eligible to work in Ontario. Retention and Disposal: Permanent.

Vocational Rehabilitation Case Files, 1982-1983 (RG39-10)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of injured worker, address, assessment agreements with employer and institutions/schools, correspondence to and from counsellor and doctor, date of birth, reports by counsellors, status entitlements, supervisors and doctors, telephone number. Uses: Research. Users: Researchers. Individuals in Bank: Injured workers qualified to receive rehabilitation assistance under provisions of the WCB Act. Retention and Disposal: Permanent.

Whitby Psychiatric Hospital Hemodialysis Files, 1978-1980 (RG10-20-N)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Patient name, admission and discharge dates, information regarding hemodialysis treatment, mental and medical history, related correspondence. Uses: Research. Users: Researchers. Individuals in Bank: Hemodialysis patients at Whitby Psychiatric Hospital. Retention and Disposal: Permanent.

Women's Employment Case Files, 1979-1987 (RG29-56)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, case profile of financial, employment, social data. Uses: Research. Users: Researchers. Individuals in Bank: Applicants for and recipients of assistance. Retention and Disposal: Permanent.

Worker's Compensation Board, Exit Staff Cards, 1948-1981 (RG39-7)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, disabilities, emergency contact, level of education, physical limitations, position and salary record, reason for termination of employment, telephone number. Uses: Research. Users: Researchers. Individuals in Bank: Employees of the Worker's Compensation Board. Retention and Disposal: Permanent.

Worker's Compensation Board - Social Work Intervention Files, 1981-1986 (RG39-8)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, social insurance number, WCB client number, address, interviews with injured workers and family, sociological assessment of worker's condition, telephone number. Uses: Research. Users: Researchers. Individuals in Bank: WCB clients re-admitted to the Downsview Rehabilitation Centre. Retention and Disposal: Permanent.

Worker's Compensation Board History Files, 1975-1983 (RG7-153)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, W.C.B. claim number, address, medical reports, place of



employment, telephone number. Uses: Research. Users: Researchers. Individuals in Bank: Claimants to the Worker's Compensation Board in which chest diseases have been diagnosed. Retention and Disposal: Permanent.

Worker's Compensation Board Inactive and Deceased Chest X-Rays, 1965-1983 (RG7-157)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Chest X-Rays. Uses: Research. Users: Researchers. Individuals in Bank: Claimants to the Worker's Compensation Board in which chest diseases have been diagnosed. Retention and Disposal: Permanent.

Young Offenders Case Files, 1983-1987 (RG60-57)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, admission and discharge documents, case supervision and related correspondence, criminal offences, data on parents, date of birth, education, financial information, guardianship status, medical and behavioural information. Uses: Research. Users: Researchers. Individuals in Bank: Young offenders and youths awaiting court appearance. Retention and Disposal: Permanent.

Young Offenders' Case Files, 1927-1984 (RG22)

Location: Archives of Ontario. Legal Authority: Young Offenders' Act, S.C. 1986, c.32, Canada; Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, educational reports, nature of offence, psychiatric reports, sex. Uses: Research. Users: Researchers. Individuals in Bank: Young offenders under 18 years of age. Retention and Disposal: Permanent.

Youth Venture Capital Loan Files, 1984-1986 (RG72-31)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, Social Insurance Number, address, business experience, date of birth, education, gender, income statements, loan contract, personal finance and creditors, telephone number. Uses: Research. Users: Researchers. Individuals in Bank: Successful applicants for Youth Venture Program, who must be aged 18 to 29, not going to school full time and who are eligible for work in Ontario. Retention and Disposal: Permanent.

Youth Venture Capital Rejected/Cancelled Loan Files, 1984-1988 (RG72-32)

Location: Archives of Ontario. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, Social Insurance Number, address, business experience, date of birth, education, gender, income statements, loan contract, personal finance and creditors, telephone number. Uses: Research. Users: Researchers. Individuals in Bank: Unsuccessful applicants for Youth Venture Program. Applicants must be aged 18 to 29, not going to school full time and must be eligible for work in Ontario. Retention and Disposal: Permanent.

## Public Records

Action Matters - Supreme, County, District and Surrogate Courts of Ontario, 1861-1967 (RG22)

Purpose: Research. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, age, family situation, financial status, indexes, living conditions, occupation, order books, orders and judgements, procedure books. Retrievability: Name and registration number. Retention and Disposal: Permanent. Access Procedures: Written request. Archivist of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

Assessment Roll Microfiche, 1981-1987 (RG26-46)

Purpose: Research. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, address, and value for assessment purposes, citizenship if Canadian, occupancy status, physical inventory and legal description of property owned or leased, religion if Roman Catholic, roll number, school system supported, sex. Retrievability: Name, assessment roll number, region, property. Retention and Disposal: Permanent. Access Procedures: Self-service microfilm in public reading room of the Archives of Ontario, 77 Grenville Street, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

Department of Immigration - Application for Refund (Bonus), 1872-1876 (RG11-J)

Purpose: Historical. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, occupation and nationality. Retrievability: Alphabetical by surname. Retention and Disposal: Permanent. Access Procedures: Self-service microfilm in public reading room of the Archives of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

Department of Immigration - Arrival/Destination Records, 1862-1881 (RG11-M)

Purpose: Research. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, arrival date, destination in Ontario, name of ship, nationality, occupation, sex. Retrievability: Surname. Retention and Disposal: Permanent. Access Procedures: Self-service microfilm in public reading room of the Archives of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

Department of Immigration - Refund Bonus Certificates, 1873-1874 (RG11-I)

Purpose: Research. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, occupation and nationality. Retrievability: Alphabetical by surname. Retention and Disposal: Permanent. Access Procedures: Self-service microfilm in public reading room of the Archives of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

Land Tax Registers, Exempted Properties, Unorganized Territories (RG26-19)

Purpose: Historical. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name of owner, address, lot location, penalties, taxes paid, taxes unpaid, value of land and/or improvements. Retrievability: District, township, name. Retention and Disposal: Permanent. Access Procedures: Written request. Archivist of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone (416) 327-1602.

Land Transfer Tax Affidavits from Regional Assessment Offices, 1981-1983 (RG26-52)

Purpose: Research. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Contains legal description and location of land, assessment and conveyance information, financial particulars re allocation of consideration, selected records of affidavit of residence, transferee's name, address, solicitor and residency status, transferor's name, value of consideration for conveyance with direct payment of land tax. Retrievability: Receipt number by Land Registry Office No. Retention and Disposal: Permanent. Access Procedures: Written request. Archivist of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

Marriage Registers Collection, 1800-1948 (RG80-27)

Purpose: Research. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Names of bride and groom, ages, baptism and death registrations, denomination, marriage date, name of clergy, name of parents, name of witnesses, place of birth, residence. Retrievability: Name and location. Retention and Disposal: Permanent. Access Procedures: Self-service microfilm in public reading room of the Archives of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario M5S 1B3, telephone: (416) 327-1602.

Vital Statistics - Births, 1869-1899 (RG80)

Purpose: Historical. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, Name, date of birth, place of birth, sex, date of birth, maiden name of mother, name of accoucheur, name of physician, names of parents, place of birth, rank of profession/occupation of father, registration date, registration number, sex, signature and residence of father. Retrievability: Name and registration number. Retention and Disposal: Permanent. Access Procedures: Self-service microfilm in public reading room of the Archives of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

Vital Statistics - Deaths, 1869-1924, 1939-1947 (RG80)

Purpose: Historical. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, age, county of registration, date and cause of death, date and number of registration, name and description of informant, name of physician in attendance, place of birth of the deceased, rank

or profession/occupation, religious affiliation, sex. Retrievability: Name and registration number. Retention and Disposal: Permanent. Access Procedures: Self-service microfilm in public reading room of the Archives of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

Vital Statistics - Marriages, 1858-1914 (RG80)

Purpose: Historical. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Names of bride and groom, age and residence, date and number of registration, date and place of marriage, maiden name of mother, marital status, name of clergy, names and residences of witnesses, names of parents, occupation, place of birth, religious denomination. Retrievability: Name and registration number. Retention and Disposal: Permanent. Access Procedures: Self-service microfilm in public reading room of the Archives of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.

Will and Grant Probate Administration, 1913-1967 (RG22)

Purpose: Research. Legal Authority: Archives Act, R.S.O. 1990, c.A.27. Information Maintained: Name, accompanying affidavits, application, bonds, copy of grant of probate, inventory of goods, original will and codicil. Retrievability: Name and registration number. Retention and Disposal: Permanent. Access Procedures: Written request. Archivist of Ontario, 77 Grenville Street, Unit 300, Toronto, Ontario, M5S 1B3, telephone: (416) 327-1602.



# ATTORNEY GENERAL

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## Head

Attorney General  
11th Floor, 720 Bay Street  
Toronto, Ontario  
M5G 2K1  
(416) 326-4000

## Access

Freedom of Information and Privacy Coordinator  
Ministry of the Attorney General  
5th Floor, 720 Bay Street  
Toronto, Ontario  
M5G 2K1  
(416) 326-4300

A public reading room for the review of manuals and other information is open during regular office hours on the fifth floor at 720 Bay Street, Toronto.

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The Attorney General is given a wide range of powers. A number of the duties of the office have been set out specifically by Ontario statute. The Ministry of the Attorney General Act provides for the Attorney General, as the law officer of the Executive Council, to ensure that administration of public affairs is in accordance with the law; superintend all matters connected with the administration of justice in Ontario; perform the duties and hold the powers that belong to the Attorney General and Solicitor General of England by law or usage, so far as those duties and powers are applicable to Ontario; advise the government and superintend all matters of a legislative nature; advise heads and departments and agencies of government in their legal matters; and conduct and regulate all litigation for and against the Crown.

The Federal Minister of Justice for Canada has legislative authority for the substantive areas of criminal law and procedure, and asserts some independent right to prosecute certain classes of offences. The provincial Attorneys General of Canada have paramount responsibility to superintend all aspects of the administration of justice.

## Deputy Attorney General

## Public Education and Community Relations

The Public Education and Community Relations branch provides information, establishes communications policy for the ministry; and provides communications counsel and

support to ministry staff, the Minister and the Deputy Minister. Activities include communications planning, implementing media relations, advertising, answering public inquiries, and producing and distributing publications and communications materials such as audio-visual materials and speeches. Copies of ministry publications on family law, family support plan, small claims court and other public legal information can be obtained by writing to the branch or by visiting the walk-in centre at 720 Bay Street, 1st Floor. Hours of operation are Monday to Friday 9:00 a.m. - 4:30 p.m. Bilingual services are available.

## Common Records

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
Identity/Employee Card  
Job Competitions and Applications  
Medical Information (Personnel)  
Performance Management  
Scholarships and Awards  
Travel/Expense Accounts  
Workers' Compensation

## General Classes or Types of Records

Automatic Wage Deduction  
Being a Witness  
Complaints Commission Booklet  
Court Reform Booklet  
Crimes, Courts and Consequences  
Criminal Injuries Compensation Poster  
Directions for Income Sources  
Enjoying and Protecting our Land  
FSP Lawyers Guide  
FSP Tips for Support Recipients  
FSP Tips for Support Payors  
Family Support Plan - Guide  
How to Make Small Claims Court Work for You  
It Doesn't Hurt to Help  
Justice in Both Languages  
MAG Annual Report  
Men and Women Should Know About Family Law  
Playing Your Part in Our Justice System  
Supervised Access  
We Care for Victims of Crime  
We Help You Feel More Comfortable with the Court Process  
What's My Job in Court  
Your Day in Court

## Manuals

Internal Communications: A Best Practices Manual for Managers  
Spokepersons' Manual (reference manual for speeches)

## Drinking/Driving Countermeasures Office

The Drinking/Driving Countermeasures Office coordinates efforts to prevent impaired driving in Ontario. The office provides information to the public, coordinates and assists regional and local anti-drinking and driving groups, sponsors and conducts research on drinking drivers, and provides advice on matters of government policy.

The office also administers the Community Action Grants program which funds community groups active in the fight against drinking and driving.

The office produces and distributes a variety of educational materials including statistical information, pamphlets, posters, window decals and audio-visual materials to increase public awareness about the issue.

### Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Identity/Employee Card  
Performance Management  
Professional Development  
Travel/Expense Accounts

### General Classes or Types of Records

Drinking & Driving Statistical Yearbook  
Ride Safe, Ride Sober  
Various Drinking & Driving Posters/Flyers  
You Can Lose More Than Your Licence Brochure

## Corporate Services Division

The Corporate Services Division is responsible for corporate management policy development, setting standards and providing corporate support services for the ministry in the areas of: financial and administrative services, human resources, computer and telecommunications services, facility and accommodation services, French language services, audit services, employment equity, anti-racism, workplace discrimination and harassment prevention, law library and central registry services, and Freedom of Information and Protection of Privacy.

In addition, the division provides administrative support to the following agencies, boards and commissions: Ontario Law Reform Commission, Assessment Review Board, Police Complaints Commissioner, Board of Inquiry and Criminal Injuries Compensation Board

### Common Records

Career Planning/Training  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Performance Management  
Travel/Expense Accounts

## Audit Services Branch

The branch is responsible for the ministry's audit functions, which include comprehensive review and appraisal of financial, administrative and operational records, systems and controls.

### General Classes or Types of Records

Audit Files  
Audit Projects

### Manuals

Audit Branch Manual

## Computer and Telecommunications Services Branch

The Computer and Telecommunications Services Branch (CTSB) is responsible for the development of new computer systems and the enhancement and support of corporate and mission-critical systems already in production in the ministry. Activities include designing corporate information resource structures, performing contingency and capacity planning, and ensuring security of data access and facilities.

The branch evaluates, implements and supports office automation, and provides expertise and consultations on the appropriate use and implementation of office automation technology to ministry management.

The branch coordinates information technology training and provides consulting services to ministry end-users of computer systems. The coordination of voice and electronic communication systems for the ministry is also planned, managed and implemented by this branch.

### Common Records

Career Planning/Training  
Employee Personnel, Payroll and Benefits Records

### General Classes or Types of Records

Agreements Between Ministry (CTSB) and Vendors for Goods and Services (IT)  
Budget & Financial Records - CTSB  
Staff Development Reviews  
Staff Personnel Records  
Staff Training Listings



## Facilities Branch

The Facilities Branch is responsible for the planning and provision of all courthouse and office accommodations. The Capital Planning Section of the branch oversees the implementation of major capital projects, strategic planning for facilities, architectural services and major lease consolidations. The Accommodation Section implements the ministry's province-wide minor capital accommodation projects in government-owned and leased premises.

### Common Records

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Travel/Expense Accounts

### General Classes or Types of Records

Accommodation Special Projects (new buildings, relocations)  
Facilities Files  
General Conditions of Buildings  
Government-Owned Properties (description)  
Leased Properties  
Office Space  
Property Lease (terms of lease)

### Manuals

Facilities Procedure Manual  
Province of Ontario Architectural Design Standards for Court Houses

### Personal Information Banks

#### Security Access Card

Location: Facilities Branch. Legal Authority: N/A. Information Maintained: Name, photo and access level for each individual, signature. Uses: Used for security access to building after business hours and to restricted areas. Users: Security co-ordinator and back-up; A.D.T. (company renting system to Ministry of the Attorney General); Security agency (hired by building property management). Individuals in Bank: Employees of the Ministry of the Attorney General (approx. 800); Official Documents Office and Project Management Branch - Management Board Secretariat (approx. 50 employees); and H & R Property Management (approx. 10 employees). Retention and Disposal: Five years.

## Financial and Administrative Services Branch

The branch provides appropriation control for all the funds voted to the ministry and its agencies by the Legislature and in-year allocation approved by Management Board; and provides related financial and administrative support services.

The branch provides senior management with the financial information and planning framework required to determine the allocation of corporate resources, maintains a fair and equitable procurement system required to ensure that quality goods and services are acquired at the best price from the widest range of potential suppliers, and establishes appropriate financial and administrative policies and procedures.

The branch also assists royal commissions and judicial inquiries with logistical and administrative support. Advice is offered on administration and operational guidelines.

Other responsibilities include coordinating the processing of Orders-in-Council and Regulations for the ministry.

### Common Records

Parking Records  
Travel/Expense Accounts

### Manuals

Corporate Financial and Administrative Policies and Procedures Manual  
Financial Information System Coding Manual

### Personal Information Banks

#### T4A Form

Location: Financial and Administrative Services Branch. Legal Authority: Income Tax Act. Information Maintained: Payments made to freelance employees during calendar year. Uses: Reporting to Revenue Canada. Users: Revenue Canada. Individuals in Bank: Freelance employees (e.g. court reporters, interpreters). Retention and Disposal: 2 years then archived for 3 years.

## Freedom of Information and Privacy Office

The Freedom of Information and Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act within the ministry. Responsibilities include developing policies, procedures and guidelines, tracking and responding to access requests from the public, coordinating appeal and mediation processes, preparing statistical reports and ensuring adherence to privacy provisions and other legislative requirements of the Act. A public reading room for the review of manuals and other information is open

during regular office hours at 720 Bay Street, 5th Floor,  
Toronto, M5G 2K1.

#### **Common Records**

Freedom of Information and Protection of Privacy Act  
Requests

### **Human Resources Branch**

The Human Resources Branch develops, coordinates and administers a full range of personnel and payroll services within the Ministry of the Attorney General. Responsibilities include the establishment and administration of ministry human resources policies and procedures, classification and compensation levels, recruitment, learning program, workforce planning, employee counselling and employee relations. The branch also maintains the ministry's personnel, payroll and employee benefits records; liaises with the Management Board Secretariat, the Ontario Public Service Employees Union (OPSEU), Association of Management, Administrative and Professional Crown Employees of Ontario (AMAPCEO), the Association of Law Officers of the Crown and the Crown Attorney's Association; and administers the Blind Persons' Rights Act. This Act states that blind persons shall not be denied accommodation, services or facilities, or experience discrimination because they keep or are accompanied by a guide dog. The branch also has responsibility for the administration of the Workplace Discrimination and Harassment Prevention policy, ensuring that the work environment is free from discrimination and harassment.

#### **Common Records**

CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Co-op, Work Term, Final Job Placements

Employee Personnel, Payroll and Benefits Records

Employment Application Inventory

General Employment History and Payroll Information

Grievances and Applications

Health and Medical Records

Job Competitions and Applications

Medical Information (Personnel)

Ombudsman/Human Rights Commission

Student Applications

Workers' Compensation

#### **Manuals**

Human Resources Manual (Ministry of the Attorney  
General)

### **Office of the Coordinator of French Language Services**

The Office of the Coordinator of French Language Services monitors and advises ministry employees as they act on the government's legislated use of the French language in the delivery of services, within the framework of ministry programs and activities, pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code.

The office also provides or coordinates certain services directly: translation, complaint investigation and resolution, and linguistic proficiency evaluations. The Coordinator of French Language Services liaises with the francophone community and representatives of francophone professional organizations and acts as a liaison between the community and the ministry.

#### **Common Records**

Central Attendance Recording System (CARS)

Employee Personnel, Payroll and Benefits Records

Employment Application Inventory

Library Users Lists

Performance Management

Professional Development

Tests, Examinations and Assessments

Travel/Expense Accounts

#### **General Classes or Types of Records**

Annual Designated Positions Report (without employee  
names)

Complaints Receivable Report

Library Inventory

Monthly Evaluation Report

#### **Manuals**

A Manager's Guide to French Language Services

At Your Service in English & French

French Language Services Tracking System Manual

#### **Personal Information Banks**

Bilingual Recruitment - Test Results

Location: Office of the Coordinator of French Language Services. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4(c), s.6(1), s.29(1). Information Maintained: Name, address, proficiency, results of testing for French language fluency. Uses: Determine suitability for jobs requiring fluency in French. Users: Branch staff, Human Resources Branch. Individuals in Bank: Applicants. Retention and Disposal: Five years, then destroyed.

Contracts and Letters of Retainer

Location: Office of the Coordinator of French Language Services. Legal Authority: Public Service Act, R.S.O. 1990, c. P.47, s.41(c). Information Maintained: Name, address, details of contract. Uses: Personal information kept on



translators' contracts and letters of retainer. Support the branch's translation function. To administer fee for service contracts. Users: Branch staff, Human Resources Branch. Individuals in Bank: Translators, Revisors. Retention and Disposal: Four years.

#### Designated Bilingual Positions

Location: Office of the Coordinator of French Language Services. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4(1)(c); French Language Services Act, R.S.O. 1990, c.F.47. Information Maintained: Name, classification code, position title for positions designated bilingual. Uses: Human Resources planning; prepare reports to Office of Francophone Affairs. Users: Branch staff, Human Resources staff. Individuals in Bank: Individuals occupying positions designated as bilingual. Retention and Disposal: Non-current lists destroyed within five years.

## Courts Administration Division

Under the direction of the Assistant Deputy Attorney General (416-326-2609), the Courts Administration Division is responsible for providing administrative support services to the operations of the court system in Ontario. Through a regionalized structure, the division manages more than 235 court offices across the province reporting to regional directors. The court offices act as a link between litigants, counsel, the police, the judiciary, the Crown, the public and other agencies.

In addition, the Program Development Branch (416-326-4002) of the division provides support services to provincially and federally appointed judiciary, supports regional operations, program policy, operational and resource planning, the development of improved operational procedures and technology support. Additional responsibilities include supporting court reporting, court interpretation and translation services and processing applications for Commissioners for Taking Affidavits and Notaries Public.

For judicial purposes, each region is headed by a Regional Senior Judge in the Ontario Court (Provincial Division) and a Regional Senior Justice in the Ontario Court (General Division). There are 3 levels of courts, namely: Court of Appeal, Ontario Court (General Division) and Ontario Court (Provincial Division). These are listed under each of their respective regions.

#### **Common Records**

Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests

General Employment History and Payroll Information  
Travel/Expense Accounts

#### **General Classes or Types of Records**

Brochure - How to Make Small Claims Court Work For You  
Brochure - Playing Your Part in the Justice System  
Brochure - What's My Job in Court  
Brochure - Your Day in Court  
Court Office Contact List  
Court Statistical Database

#### **Manuals**

COLA Manual/Users Guide  
Civil Procedures Manual - Ontario Court (General Division)  
Courtroom Procedures Manual - Ontario Court (General Division)  
Criminal Procedures Manual - Ontario Court (General Division)  
Criminal Proceedings Manual - Ontario Court (Provincial Division)  
Estates Procedures Manual - Ontario Court (General Division)  
Family Court Procedures Manual - Ontario Court (General Division)  
Family Proceedings Manual - Ontario Court (Provincial Division)  
Freelance Court Interpreters Handbook  
ICON User Guide (Provincial Division)  
Ontario Court Interpreter Coordinator's Manual  
Registry of Freelance Court Interpreters  
Sheriffs' Procedure Manual  
Small Claims Court Procedures Manual - Ontario Court (General Division)  
Transcription Procedural Manual  
Young Offenders Procedures Manual - Ontario Court (Provincial Division)

#### **Personal Information Banks**

Commissioners for Taking Affidavits  
Location: Courts Administration Division. Legal Authority: Commissioners for Taking Affidavits Act, R.S.O. 1990, c.C.17. Information Maintained: Name, age, employer, reasons for requesting appointment, type of business. Uses: Administering the appointments process for commissioners for taking affidavits. Users: Director and support staff of the Office of Judicial Support Services. Individuals in Bank: Appointees. Retention and Disposal: Three years after expiry, then destroyed.

#### Justices of the Peace

Location: Courts Administration Division. Legal Authority: Justices of the Peace Act, R.S.O. 1990, c.J.4. Information Maintained: Name, address, direction, education, employment history, letters of reference, salary. Uses: Support the justices of the peace function. Users: Office of the Chief Judge, the Coordinator of Justices of the Peace,

support staff of the Office of Judicial Support Services. Individuals in Bank: Justices of the Peace. Retention and Disposal: Not determined.

#### Lay Notaries Public

Location: Courts Administration Division. Legal Authority: Notaries Act, R.S.O. 1990, c.N.6. Information Maintained: Name, Ontario Corporation engaged in international or inter-provincial business, address, age, employment history, government office, head offices of unions, patent & trademark agents, reasons for requesting appointment. Type of business. Uses: Administration of the appointments process for notaries public. Users: Director and support staff of the Office of Judicial Support Services. Individuals in Bank: Appointees. Retention and Disposal: One year after expiry, then destroyed.

## **Criminal Law Division**

The Criminal Law Division's management structure is organized so that decision making and service to the general public are divided among three head office directors and eight regional directors of Crown Attorneys. The directors and regional directors report to the Assistant Deputy Attorney General Criminal Law.

#### **Common Records**

Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
Job Competitions and Applications  
Litigation Files  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

#### **General Classes or Types of Records**

Appeal Files (Crown, Solicitor, Inmate)  
Bail Estreat  
Dockets  
Inquest and Coroners' Investigations  
Prosecutions  
Search Warrants

#### **Manuals**

Crown Policy Manual  
Prosecutor's Handbook

#### **Personal Information Banks**

##### Extradition Applications

Location: Criminal Law Division. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, address, employment history, nature of alleged offence, record of convictions. Uses: To facilitate extradition of

offender's alleged offence. Users: Crown Law Officers and support staff. Individuals in Bank: Persons charged with offences. Retention and Disposal: Thirty years, then archived.

##### General Division Court Bail

Location: Criminal Law Division. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, address, employment history, nature and circumstances of current charges, record of convictions. Uses: Facilitate litigation of review of detention orders or other judicial interim release orders, and of judicial release in the first instance before the Supreme Court of Ontario. Users: Crown law officers and support staff. Individuals in Bank: Persons charged with offences. Retention and Disposal: Thirty years, then archived.

##### General Division Court Motions

Location: Criminal Law Division. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, nature and circumstances of charges. Uses: Facilitate litigation arising out of the Supreme Court's jurisdiction over inferior tribunals. Users: Crown law officers and support staff. Individuals in Bank: Persons charged with offences. Retention and Disposal: Thirty years, then archived.

##### Letters Rogatory and Commission Evidence

Location: Criminal Law Division. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.17. Information Maintained: Name of accused, information about accused's role in offence, nature of charge outstanding. Uses: Maintain records of applications for letters rogatory or commission evidence. Users: Crown law officers and support staff. Individuals in Bank: Persons charged with offences where it is necessary to take evidence outside the trial forum. Retention and Disposal: Thirty years, then archived.

##### Marriage Requests from Inmates

Location: Criminal Law Division. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, address, fiancée's name and address, nature of offence for which individual is currently incarcerated, previous convictions. Uses: Decide whether or not marriage prejudices the due administration of justice. Users: Crown law officers and support staff. Individuals in Bank: Inmates of correctional institutions requesting to marry while in custody. Retention and Disposal: Thirty years, then archived.

##### Requests for Crown Appeals

Location: Criminal Law Division. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, address, employment history, family background, record of



convictions. Uses: Assess appropriateness of launching Crown appeals. Users: Crown law officers and support staff. Individuals in Bank: Persons charged with offences. Retention and Disposal: Thirty years, then archived.

#### Special Prosecutions

Location: Criminal Law Division. Legal Authority: Criminal Code, R.S.C.1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, address, criminal record, employment history, nature of charges, role and involvement of person under investigation. Uses: Facilitate the giving of advice to police agencies; facilitate litigation at trial level. Users: Crown law officers and support staff. Individuals in Bank: Persons under investigation or charged with offences. Retention and Disposal: Thirty years, then archived.

#### Transfer of Charges Between Provinces

Location: Criminal Law Division. Legal Authority: Criminal Code, R.S.C.1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, address, employment history, outstanding charges, record of convictions, role of accused in offence. Uses: Facilitate transfer of charges between provinces for the purposes of disposition. Users: Deputy Attorney General, Crown Law Officers and support staff. Individuals in Bank: Persons charged with offences. Retention and Disposal: Thirty years, then archived.

#### Transfer of Probation Orders

Location: Criminal Law Division. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, address, conviction, employment history, family background. Uses: Facilitate the transfer of probation orders so that probation may be complete in another province. Users: Deputy Attorney General, Crown Law Officers and support staff. Individuals in Bank: Persons requesting to complete their probation orders in another province. Retention and Disposal: Thirty years, then archived.

#### Victim/Witness Assistance Programme - Clients

Location: Criminal Law Division. Legal Authority: Incidental to the prosecution of criminal cases. Information Maintained: Name, address, age, assistance/counselling, case number and related information, disposition, follow-up, names and ages of dependants, officer in charge, referral agency/resource, relationship to accused, sex, source of referral, special services provided, telephone number. Uses: Provide general and case-specific information regarding the criminal justice process; emotional support and court accompaniment; assess victim's needs and make appropriate referrals to community services; crisis intervention; public education and community development and coordination. Users: Programme staff, Crown attorneys and support staff. Individuals in Bank: Victims and witnesses. Retention and Disposal: Not determined.

## **Criminal Injuries Compensation Board**

The Criminal Injuries Compensation Board provides compensation to eligible applicants when a person is injured or killed in Ontario as the result of an act of criminal violence.

### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
FUTURES Program Applicants and Participants  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Innovation Centre Clients, Registrants and Users  
Performance Management  
Professional Development  
Student Applications  
Tests, Examinations and Assessments  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Board Orders  
Criminal Injuries Compensation Board - Policy  
Monthly Revenue Statements  
Notices of Appeal  
Subrogation Records

### **Manuals**

Manual of Administration (Ministry Policies and Procedures)

### **Personal Information Banks**

#### Claims for Compensation - Lump Sum Payments and Periodic Payments

Location: Criminal Injuries Compensation Board. Legal Authority: Compensation for Victims of Crime Act, R.S.O. 1990, c.C.24. Information Maintained: Applicant's/victim's name, address, all documentary evidence submitted, complete details of incidents/injuries. Uses: Determines whether or not the applicant is compensable. Users: Board members and staff of the Criminal Injuries Compensation Board, staff of the Crown Law Office. Individuals in Bank: Applications for compensation, victims of crime. Retention and Disposal: Eighty years after disposition of case, then destroyed; select files sent to archives.

### **Public Records**

#### Board Orders

Purpose: The Board Order is a summary and a decision from the Board Member who determines if the Applicant is compensable under the Compensation for Victims of Crime

Act. Information gathered from client, completed forms, police, and medical reports, etc. Legal Authority: Compensation for Victims of Crime Act. Information Maintained: Police reports, client completed forms, medical reports, psychiatric/therapy reports. Retrievability: The holding can be searched by name and/or file number in CICB library. Retention and Disposal: Eighty years - a select few are archived. Access Procedures: Board Orders available from Criminal Injuries Compensation Board, 439 University Avenue, 4th Floor, Toronto, Ontario, M5G 1Y8, Telephone 1-(800) 372-7463 or (416) 326-2900.

## Crown Attorneys

Crown attorneys are responsible for conducting prosecutions of offences under the Criminal Code of Canada and other federal statutes such as the Young Offenders Act. Prosecutions are also conducted under provincial statutes, such as the Highway Traffic Act and the Liquor Licence Act. Exercising the Attorney General's discretionary powers with respect to prosecutions, Crown attorneys and their assistants choose the appropriate charges on which to proceed, appear on bail hearings and conduct trials at all levels of court.

Crown attorneys also watch over private summary conviction prosecutions, intervene if required in the interests of justice and represent the Crown in all summary conviction appeals held in the general courts. Additional responsibilities include acting as counsel to the coroner and advising the police, lawyers and the public on general matters related to the administration of justice.

Crown attorneys are appointed for each county/regional municipality and are organized into eight regions across Ontario headed by regional directors.

## Personal Information Banks

### Ontario Court of Appeal or Supreme Court of Canada - Appeals

Location: Crown Attorneys. Legal Authority: Criminal Code R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, address, employment history, nature and circumstances of charges disposed of at trial level, record of convictions. Uses: Facilitate litigation of appeals taken from trial proceedings. Users: Crown Law Officers and support staff. Individuals in Bank: Persons convicted or acquitted of offences. Retention and Disposal: Thirty years, then archived.

### Prosecution Case Files

Location: Crown Attorneys. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, address relationships to others, age, criminal record,

employment history, family background, fingerprint number, nature and circumstances of investigation and charges. Uses: Facilitate investigation and prosecution of criminal cases at all stages of proceedings. Users: Crown attorneys, assistant Crown attorneys and support staff. Individuals in Bank: Persons under investigation or charges with offences. Retention and Disposal: Twenty-five years, then archived.

## Crown Law Office Criminal

The Crown Law Office Criminal is responsible for providing legal representation for the Crown in right of Ontario in respect of the following criminal matters: the carriage of all criminal appeals involving indictable offences in the Ontario Court of Appeal and in the Supreme Court of Canada and all applications for bail pending these appeals, major fraud and commercial crime prosecutions, special prosecutions (involving major allegations of wrongdoing in the administration of justice and inquests arising out of such cases), review and co-ordination of dangerous offender applications, wiretap applications, Witness Protection Program, mutual legal assistance and extradition requests, interprovincial transfer of charges, proceeds of crime, freedom of information requests involving criminal matters, criminal law policy development, and Criminal Justice Advice Service Line to inform callers of procedure to follow in cases of racially motivated crimes of violence where police have not laid charges.

## Personal Information Banks

### Constitutional Questions and Notices

Location: Crown Law Office Criminal. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34; Courts of Justice Act, R.S.O. 1990, c.C.43; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17. Information Maintained: Name, nature of charge outstanding. Uses: Facilitate constitutional litigation. Users: Crown Law Officers and support staff. Individuals in Bank: Persons charged with offences. Retention and Disposal: Twenty-nine years after termination, then destroyed.

## Divisional Planning and Administration

Divisional Planning and Administration has the responsibility for providing advice and analysis of new administrative, operational and legislative initiatives to the Assistant Deputy Attorney General Criminal Law, and to members of the Divisional Management Committee. The branch also has the organizational responsibility for providing financial and human resource data collection and analysis, and coordination of technology requirements for the Criminal Law Division.



## Office of Legislative Counsel

The Office of Legislative Counsel provides bilingual legislative drafting services to members of the Legislative Assembly (MPPs), government ministers and ministry officials. The office prepares both bills and regulations. It also maintains a public filing office for regulations and publishes legislative materials.

For information on the status of bills from the current and previous sessions of the Legislature (including dates of first, second and third readings, referrals to committees, Royal Assents and proclamations), call the Office of the Clerk, Journals Branch, at 416-325-7350.

To obtain copies of bills, statutes and regulations, contact Publications Ontario, at 880 Bay St., Toronto, M7A 1N8, 416-326-5320 (see entry under Management Board of Cabinet).

For information on statutes and regulations, you may also consult the following materials, available in public libraries and law libraries: Revised Statutes of Ontario, 1990 (see User's Guide at page 9 of volume 12); Revised Regulations of Ontario, 1990; The Ontario Gazette; annual statute volume (see updating tables at end of volume).

### Common Records

Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
Travel/Expense Accounts

### General Classes or Types of Records

Bills  
Consolidations  
General Correspondence Files  
Motions  
Regulations  
Revised Regulations of Ontario  
Revised Statutes of Ontario  
Translations

## Public Law and Policy Division

The Public Law and Policy Division provides policy and legislative support and advice to the Attorney General. The division also provides legal representation for the Crown in right of Ontario before all courts and tribunals in the province in all areas of constitutional and civil law, and legal services to the government and its agencies. This division is responsible for the supervision and coordination of all counsel in the Crown Law Office Civil, the Constitutional Law Branch, Policy Branch, and in the Seconded Legal Services branches in all other ministries of the government.

### Common Records

Career Planning/Training  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Litigation Files

## Business Advisory Branch

The Business Advisory Branch provides strategic and operational support to the Public Law and Policy Division, including the Seconded Legal Services branches across the government and certain agencies, boards and commissions, in the areas of human resources planning, training and education, financial planning, information technology, communications and other client services. This program provides services to the Ontario government and not to members of the general public. The branch is also responsible for appointing inquiry officers under the Expropriations Act.

### Common Records

Litigation Files

## Constitutional Law Branch

The Constitutional Law Branch advises the Attorney General and all ministries on constitutional questions, including division of powers, aboriginal and Charter of Rights issues. The branch also reviews litigation in which constitutional questions are raised in Ontario courts, the Federal Court of Canada and the Supreme Court of Canada. Where advisable, branch counsel appear in such litigation to represent the Attorney General of Ontario as a party or intervenor, or to represent the affected ministry of the Government of Ontario.

### Common Records

Career Planning/Training  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Litigation Files

### General Classes or Types of Records

Federal/Provincial Conference Materials and Briefing Books  
Legal Opinions

### Personal Information Banks

#### Legal Advisory Files

Location: Constitutional Law Branch. Legal Authority: Ministry of the Attorney General Act, R.S.O. 1990, c.M.17, s.5. Information Maintained: Name, address, age, education,

employment information claims, financial information, legal decisions, legal opinions, medical records, reports, settlements, telephone number. Uses: Provide legal advice on constitutional and related legal and policy matters to ministries and agencies. Users: Crown counsel and support staff. Individuals in Bank: Persons whose affairs may be the subject of legal advice requested from the Constitutional Law Branch. Retention and Disposal: Thirty years then archived.

#### Litigation Files

Location: Constitutional Law Branch. Legal Authority: Ministry of the Attorney General Act, R.S.O. 1990, c.M.17, s.5. Information Maintained: Name, address, age, claims, education, employment information, financial information, legal decisions, legal opinions, medical records, reports, settlements, telephone number. Uses: Provide basis for litigation for and against the Crown, Ministries and Agencies. Users: Crown counsel and support staff. Individuals in Bank: Persons for, against or with whom the Constitutional Law Branch is or may be involved in litigation. Retention and Disposal: Thirty years, then archived.

#### Notices of Constitutional Question

Location: Constitutional Law Branch. Legal Authority: Courts of Justice Act, R.S.O. 1990, c.C.43, s.109, as amended by S.O. 1994, c.12, s.42; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17, s.5; Federal Court Act, S.C. 1993, c.F-7 and Supreme Court of Canada Act, S.C. 1993, c.S-26. Information Maintained: Name, address, age, claims, education, employment information, financial information, legal decisions, legal opinions, medical records, reports, settlements, telephone number. Uses: Provide basis for constitutional litigation involving the provincial Crown, the federal Crown, and/or other provincial Crowns. Users: Crown counsel and support staff. Individuals in Bank: Persons raising constitutional challenges in civil matters in Ontario courts, the Federal Court of Canada, federal and provincial tribunals and the Supreme Court of Canada. Retention and Disposal: Thirty years, then archived.

### **Crown Law Office Civil**

The Crown Law Office Civil provides the Ontario government with legal services for civil litigation matters in all levels of courts, boards and tribunals. Professional advice and legal opinions are offered to all government ministries, agencies and tribunals on a variety of subjects, including interpretation of provincial legislation.

#### **Common Records**

Career Planning/Training  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
Litigation Files

### **General Classes or Types of Records**

Conflict of Interest  
Legal Opinions  
Retention of Lawyers from the Private Sector

### **Personal Information Banks**

#### Legal Advisory Files

Location: Crown Law Office Civil. Legal Authority: Ministry of the Attorney General Act, R.S.O. 1980, c.271, s.5. Information Maintained: Name, address, age, education and employment information, financial, medical, telephone number. Uses: Provide legal advice on matters concerning government to ministries and agencies. Users: Crown law officers and support staff. Individuals in Bank: Persons whose affairs may be the subject of legal advice requested from the Crown Law Office - Civil. Retention and Disposal: Thirty years, then archived.

#### Litigation Files

Location: Crown Law Office Civil. Legal Authority: Ministry of the Attorney General Act, R.S.O. 1980, c.271, s.5. Information Maintained: Name, address, age, education and employment information, financial, medical, telephone number. Uses: Provide basis for litigation for and against the Crown, ministries or agencies. Users: Crown law officers and support staff. Individuals in Bank: Persons against whom the Crown Law Office - Civil has carriage of litigation. Retention and Disposal: Thirty years, then archived.

### **Policy Branch**

The Policy Branch's functions include research and analysis of all aspects of the administration of civil justice in Ontario, continual review of the statutes administered by the ministry, development of its legislative program and advice to the Attorney General and the Deputy Attorney General on the progress of bills during enactment of legislation. The branch also oversees legal aid funding, the Landlord and Tenant Act, co-ordinates the ministry's programs and litigation strategy on aboriginal issues and provides research and evaluation services to the ministry.

### **General Classes or Types of Records**

Human Rights, Race Relations and Legal Aid Research and Reference  
Information on Legal Aid Plan  
Legislation  
Native Issues  
Ontario Human Rights Commission  
Provincial Offences  
Records for Proposals for Legislation  
Research



## Social Justice Services Division

The Social Justice Services Division (SJSJ) oversees the administration, coordination and delivery of the ministry's social justice programs across Ontario. Programs include the Office of the Public Guardian and Trustee, the Children's Lawyer, the Family Support Plan, the Supervised Access Program, the Capacity Assessment Office and the Accountant of the Ontario Court. In addition, the SJSJ has responsibility for the Victim's of Abuse in Institutional Settings Office.

## Accountant of the Ontario Court (General Division)

The Accountant of the Ontario Court (General Division) office is the depository for all money, mortgages and securities paid into, or lodged with, the Ontario Court (General Division). These monies, mortgages and securities are received and disbursed or released pursuant to judgments and orders of the Ontario Court (General Division), and, in accordance with the Courts of Justice Act, 1984, and other relevant statutes. Where monies are in court to the credit of infants, this office administers the funds until the minor reaches the age of majority.

### Personal Information Banks

#### Funds Held in the Ontario Court (General Division)

Location: Accountant of the Ontario Court (General Division). Legal Authority: Courts of Justice Act, R.S.O. 1990, c.C.43. Information Maintained: Name, address, amount held to the credit of infants, date of birth, life tenants, mental incompetents. Uses: Manage capital and income; make appropriate returns of information and taxes to relevant government agencies. Users: Accountant of the Ontario Court, Official Guardian, Public Trustee, legal profession, judiciary, legal agents and public. Individuals in Bank: Infants, mental incompetents, life tenants. Retention and Disposal: Fifty years after final payment made, then destroyed.

## Capacity Assessment Office

The Capacity Assessment Office (CAO) is responsible for the recruitment, training and designation of capacity assessors as specified under the Substitute Decisions Act (SDA); it provides support and ongoing training to assessors; it develops and monitors the assessment and related procedures; and it acts as the central office for all assessments conducted under the SDA.

### Manuals

Manual for Capacity Assessors under the Substitute Decisions Act, 1992

## Family Support Plan

The primary reason that the Ontario government enacted the Family Support Plan Act on March 1, 1992, is that there was an extremely high rate of default on family support payments. The high cost associated with enforcement prohibits many people who are legally entitled to support from taking the necessary steps to ensure that support obligations are honoured.

The Family Support Plan enforces custody and support orders, as well as support and custody provisions in marriage contracts, cohabitation agreements, paternity agreements and separation agreements that have been filed with the courts.

Eight regional offices provide enforcement, locate missing support payers and process the transfer of support payments. Two Central Inquiry offices and an automated telephone inquiry system respond daily to a heavy volume of clients seeking information on their cases. The plan's head office is the strategic centre for policy and program planning and trust account management.

Also located at the plan's head office: the reciprocity office, responsible for processing all foreign orders sent to Ontario for both confirmation of the support amount ordered and for enforcement, as well as for processing Ontario orders sent out to foreign reciprocating jurisdictions for confirmation and enforcement; and the Central Authority under the Hague Convention, responsible for the administration of the International Hague Convention Treaty regarding child abduction cases.

The transfer of support payments has been made easier and faster by offering such options as direct deposit, voluntary arrears payment schedules, payroll deduction, telebanking, and in the near future, payments at banks and kiosks, and pre-authorized payment plans.

### Common Records

Litigation Files

### General Classes or Types of Records

A Guide to the Family Support Plan  
A Lawyer's Guide to the Family Support Plan  
Directions for Income Sources  
Family Support Plan Filing Forms  
Family Support Plan Garnishment of Federal Government Funds  
Focus - Caseload Profile  
Important Information about the Enclosed Support Deduction Notice  
Important Notice - Changes to the FSP Central Inquiry Telephone Service  
The Family Support Plan Tips for Support Payors  
The Family Support Plan Tips for Support Recipients

### Manuals

Family Support Plan Administrative Manual  
Family Support Plan Enforcement Procedures Manual V1 and V2  
Family Support Plan Policy Directives  
Family Support Plan Financial Procedures and Training Manual  
Hague Procedures and Precedents  
Reso Information Manual (COMSOC)  
Reso Manual

### Personal Information Banks

#### Family Support Plan - MECA

Location: Family Support Plan. Legal Authority: Family Support Plan Act, R.S.O. 1990, c.S.28. Information Maintained: Name, address, age, court document related to litigation, employment history, enforcement history, financial and tracing information. Uses: Monitor and enforce custody orders, spousal and child support orders; issue cheques to recipients on receipt of funds from payor; locate missing payors and non-custodial parents; initiate enforcement action upon default of support payment or violation of a custody order as prescribed by the Family Support Plan Act, the Hague Convention, the Children's Law Reform Act, R.S.O. 1990, c.C.12; general debtor/creditor legislation and rules of the court. Users: Director, Family Support Plan staff, and counsel acting on behalf of the director of the Family Support Plan. Police have access to place of employment information only when assisting enforcement staff in the course of a criminal investigation related to enforcement. Individuals in Bank: Payors, recipients and dependants, custodial and non-custodial parents and children; employers and other garnishees; tracing contacts. Retention and Disposal: Not determined.

### Office of the Public Guardian and Trustee

With the proclamation of the Substitute Decisions Act, 1992, and the Consent to Treatment Act, the Office of the Public Guardian and Trustee has expanded its services to vulnerable adults from property (financial) matters into the field of guardianship for personal care.

This office is responsible for administering the assets of financially incapable individuals, many of whom reside in psychiatric hospitals, chronic care hospitals and nursing homes pursuant to the provisions of the Mental Health Act and the Substitute Decisions Act; the estates of deceased persons in Ontario who die intestate without any adult heirs living in the province pursuant to the Crown Administration of Estates Act; the assets of estates as appointed executor under a Will; assets as grantee of powers of attorneys; assets as trustee under various provincial and federal legislation such as the Family Benefits Act, Old Age Security Act,

Canada Pension Plan and various other pieces of legislation; the charities law in the Province of Ontario as it ensures general compliance by all charitable organizations, pursuant to the provisions of the Charities Accounting Act and the Charitable Gifts Act.

Other responsibilities of the Office of the Public Guardian and Trustee are as receiver and administrator of assets forfeited to the Province of Ontario pursuant to the Corporations Act, and the Escheats Act; funds received as perpetual care deposits for cemeteries in Ontario pursuant to the Cemeteries Act.

The Public Guardian and Trustee acts as a last resort substitute decision maker for all medical or dental treatment prescribed for individuals who are unable to consent to such treatment by reason of mental incapacity and where no other individual is capable or available for providing consent pursuant to the Consent to Treatment Act.

The Public Guardian and Trustee also acts as Litigation Guardian for individuals involved in court proceedings who are unable to instruct counsel by reason of incompetency.

### Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
FUTURES Program Applicants and Participants  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Identity/Employee Card  
Job Competitions and Applications  
Litigation Files  
Ombudsman/Human Rights Commission  
Performance Management  
Professional Development  
Travel/Expense Accounts

### Personal Information Banks

#### Client Files

Location: Office of the Public Guardian and Trustee. Legal Authority: Public Trustee Act, R.S.O. 1990, c.p.51. Information Maintained: Name, address, telephone number, financial and employment information (depending on individual), medical and psychological information. Uses: Evaluate appropriate action by the Public Guardian and Trustee's office in performing duties under the Public Guardian and Trustee Act, court orders of various enabling statutes. Users: Branch lawyers and administrative staff. Individuals in Bank: Persons for whom the Public Guardian and Trustee is appointed as representative or whose assets are administered by the Public Guardian and Trustee, shareholders in defunct corporations, and persons interested



in charitable gifts. Retention and Disposal: From one year to 100 years, then destroyed; select files sent to archives.

## The Children's Lawyer

The office of the Children's Lawyer (formerly the Official Guardian) investigates, advocates, protects and represents the personal and property rights and obligations of persons under a disability at law, usually minors, in proceedings before the courts and tribunals of Ontario.

The Children's Lawyer provides legal services primarily for children under various legislation, including section 112 and 89(3) Courts of Justice Act, the Rules of the Courts, the Child and Family Services Act and the Parens Patriae jurisdiction of the Ontario Court (General Division).

### Common Records

CORPAY

Career Planning/Training

Employee Personnel, Payroll and Benefits Records

FUTURES Program Applicants and Participants

Freedom of Information and Protection of Privacy Act Requests

General Employment History and Payroll Information

Grievances and Applications

Identity/Employee Card

Job Competitions and Applications

Litigation Files

Travel/Expense Accounts

### General Classes or Types of Records

Legislation and Policy Development (Children's Lawyer)

### Manuals

Articling Student Handbook

Manual of Administration

Social Work Handbook

### Personal Information Banks

#### Child Representation (custody/access)

Location: The Children's Lawyer. Legal Authority: Courts of Justice Act, R.S.O. 1990, c.C.43, s.89; Ontario Court (Provincial Division) Family Matters, R.S.O. 1990, Reg. 199, s. 10; Parens Patriae jurisdiction of Ontario Court of Justice and Unified Family Court. Information Maintained: Child's and parents' names, addresses, court documents, medical, meeting and telephone conversations, memoranda to file regarding court proceedings, police records and criminal records, psychological and educational reports, telephone numbers and dates of birth. Uses: Provide legal representation for minors when Children's Lawyer is appointed as legal representative. Users: The Children's Lawyer, legal staff, legal agents, social workers, secretaries, clerks. Individuals in Bank: Parents, minors subject to custody/access proceedings, minor parents in child

protection and adoption proceedings, minors before administrative tribunals. Retention and Disposal: Ten years, then destroyed subject to archival selection and culling.

#### Child Representation Programme (child protection)

Location: The Children's Lawyer. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.C.11, s.34, s.38, s.68, s. 81 s.109, s.110 and s.114. Information Maintained: Child's and parents' names, addresses, court documents, medical records meeting and telephone conversations, memoranda to file regarding court proceedings, police records and criminal records, psychological and educational reports, telephone numbers and dates of birth. Uses: Provide legal representation for minors in child protection proceedings, and in proceedings before the Criminal Injuries Compensation Board. Users: The Children's Lawyer, legal staff, legal agents, social workers, secretaries, clerks. Individuals in Bank: Minors subject to proceedings under the Child and Family Services Act. Minors for whom an application has been made to the Criminal Injuries Compensation Board. Retention and Disposal: Child protection cases: nineteen years, then destroyed subject to archival selection and culling. Criminal Injuries Compensation Board cases: eighteen years, then destroyed subject to archival selection.

#### Civil Litigation, Estates Files

Location: The Children's Lawyer. Legal Authority: Courts of Justice Act, R.S.O. 1990, c.C.43, s.89; Parens Patriae Jurisdiction of Ontario Court of Justice, Rules of Civil Procedure, Statutes dealing with estates and trusts. Information Maintained: Name, address, telephone number, medical records, agency information (e.g. Children's Aid), correspondence from public and other counsel, court documents, financial assets, income statements, psychological reports, school records, estate and trust accounts. Uses: Support the Children's Lawyer's role as litigation guardian/legal representative in property matters on behalf of minors, mental incompetents not so found, and unborn and unascertained beneficiaries. Users: The Children's Lawyer, legal staff, secretaries and agents. Individuals in Bank: Minors requiring litigation assistance. Retention and Disposal: Twenty years, then destroyed.

#### Minors' Funds

Location: The Children's Lawyer. Legal Authority: Rules of Civil Procedure, R.S.O. 1990, Reg. 194, Rule 72, Parens Patriae Jurisdiction of the Ontario Court of Justice. Information Maintained: Name and address of child and parent/guardian, child's date of birth, court documents, financial statements, medical reports, telephone numbers. Uses: Support applications to court for payment of monies from the court to the benefit of minors. Users: The Children's Lawyer, counsel, secretaries, clerks. Individuals in Bank: Minors with funds held by the Accountant of the Ontario Court, parents/guardians. Retention and Disposal: Not determined.

#### Secure Treatment Representation

Location: The Children's Lawyer. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.C.11, s.114, s.117, s. 120, s. 122 and s.124. Information Maintained: Name, Name, date of birth, home address, medical history, medical reports, memoranda to file, names and addresses of next-of-kin, names of secure treatment facility officials, psychiatric reports and opinions. Uses: Enable the Office of the Children's Lawyer to fulfil the statutory duty of ensuring legal representation for minors being admitted involuntarily to secure treatment facilities. Users: The Children's Lawyer, counsel, secretaries, clerks and legal agents. Individuals in Bank: Minors for whom admission to secure treatment facilities has been sought; minors' next-of-kin and important others, officials of secure treatment facilities, Children's Aid Society officials and staff. Retention and Disposal: Not determined.

#### Social Work Report of the Children's Lawyer

Location: The Children's Lawyer. Legal Authority: Courts of Justice Act, S.O. 1990, c.C.43, s.89(3) and s.112. Information Maintained: Name, Parents' and child's addresses and dates of birth, and reports containing recommendations, court documents, employment data, medical, police reports and criminal records, psychological and educational reports, telephone numbers. Uses: Report to the Court on the custody and access issues and well-being of minors subject to divorce actions and orders under the Children's Law Reform Act. Users: The Children's Lawyer, legal staff, social workers, secretaries and agents. Individuals in Bank: Minors, parents/guardians. Retention and Disposal: Six years, then destroyed.

## Agencies

### Assessment Review Board

The Assessment Review Board is a quasi-judicial, independent administrative tribunal which draws jurisdiction from the Assessment Act and the Municipal Act. The board is the first level tribunal encountered by the public in the assessment appeal procedure. The board hears and determines complaints against realty and business assessment, forming the basis of the municipal taxation, complaints and appeals against school support assessment for school board taxation, and the apportionment of municipal taxes or rates applicable to individual parcels where land has been assessed in block. When authorized by municipal by-law (or by way of an appeal from the decision of a municipal council), the board hears and determines applications for the cancellation, reduction or refund of municipal taxes.

#### Common Records

Career Planning/Training

Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts

#### General Classes or Types of Records

Assessment Review Board Summaries  
Board Decisions  
Hearing Procedure Manual  
Quarterly Summaries  
Written Reasons

#### Manuals

Appealing your Residential Assessment  
Assessment Review Board Office Procedure Manual  
Directions with Respect to Fees  
Directives and Forms Manual  
Hearing Clerks Manual  
Systems Manual

#### Personal Information Banks

#### Assessment Review Board Hearings (files and system documentation)

Location: Assessment Review Board. Legal Authority: Assessment Act, R.S.O. 1990, C.A.31; Municipal Act R.S.O.1990, c.M.45. Information Maintained: Name, address, assessment roll number, description of real property, personal opinions, telephone number. Uses: Monitor, control and process complaints reviewed by the Assessment Board and to produce statistical reports. Users: Administrative staff. Individuals in Bank: Complainants and appellants. Retention and Disposal: Five years, then destroyed.

### Ontario Law Reform Commission

Ontario Law Reform Commission is an independent legal research institute which inquires into any matter relating to law reform, the administration of justice or judicial and quasi-judicial procedures. To carry out this function, the commission conducts legal research and issues reports containing recommendations for changes in the law. Commission reports are available at Publications Ontario, 880 Bay Street, Toronto, M7A 1N8, 416-326-5300, or call toll-free 1-800-668-9938.

#### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory

#### General Classes or Types of Records

Briefs and Submissions



Commission Projects  
Draft Reports and Final Reports to the Attorney General  
Research Papers

## Police Complaints Commissioner

The Police Complaints Commissioner's office (PCC) is an independent agency providing civilian oversight of all public complaints regarding police conduct in Ontario. The Commissioner may monitor, investigate and review complaints as well as make recommendations on police practices and procedures. The Commissioner may call a board of inquiry when in the public interest.

### Common Records

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Job Competitions and Applications  
Litigation Files  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Legal Research

### Manuals

Investigation and Resolution of Public Complaints Involving Police

### Personal Information Banks

#### Inquiry Information

Location: Police Complaints Commissioner. Legal Authority: Police Services Act. Information Maintained: Name, address, identifying number, records related to management & administration of cases that are classified as inquiries, telephone number. Uses: Records and responses to inquiries from the public that do not amount to misconduct. Users: Authorized staff of the Police Complaints Commissioner's office. Individuals in Bank: Complainant, subject officers, witnesses. Retention and Disposal: Ten years then destroyed.

#### Investigation Files

Location: Police Complaints Commissioner. Legal Authority: Police Services Act. Information Maintained:

Name, identifying number, address, telephone number, legal matters and decisions of the Commissioner, reports and decisions from police, investigative records. Uses: Determine facts and law relevant to the resolution of misconduct complaints. To produce reports to parties to a complaint. Users: Authorized personnel of the Police Complaints Commissioner's office. Individuals in Bank: Complainants, subject officers, witnesses. Retention and Disposal: Ten years, then destroyed.

#### Jurisdictional/Non-Jurisdictional Records of Contact

Location: Police Complaints Commissioner. Legal Authority: Police Services Act. Information Maintained: Name, address and telephone number of caller, information requested and response given. Uses: Record information from calls made to the Police Complaints Commissioner's office on issues that are not complaints. Users: Authorized staff of the Police Complaints Commissioner's office. Individuals in Bank: Individual callers. Retention and Disposal: Ten years and destroyed.

#### Public Complaints - Appeals

Location: Police Complaints Commissioner. Legal Authority: Police Services Act. Information Maintained: Complainants' name, subject officer, witness information. Uses: Maintain a record of appeals of decisions of boards of inquiry. Users: Authorized staff of the Police Complaints Commissioner's office, counsel for Attorney General and court. Individuals in Bank: Complainants, subject officers, witnesses or unrelated individuals. Retention and Disposal: Ten years and destroyed.

## Royal Commissions, Special Purpose Bodies and Others

Royal commissions are investigatory bodies appointed by an Order-in-Council under the Public Inquiries Act to inquire into a specific public concern. The Act, administered by the Ministry of the Attorney General, governs methods and procedures used by a commission, e.g., subpoena powers, hearings. Royal commissions report to Cabinet. Over 30 commissions have been appointed since 1973. Recent commissions include Royal Commission of Inquiry into Certain Deaths at the Hospital for Sick Children and Related Matters, Inquiry into Niagara Regional Police Force and Commission on Planning and Development Reform in Ontario.

Judicial inquiries are usually short-term. They may be appointed under specific Acts to examine special legal circumstances.

## Commission On Systemic Racism In the Ontario Criminal Justice System

The Commission on Systemic Racism in the Ontario Criminal Justice System was established by

Order-in-Council 2909/92 on October 26, 1992, to inquire into, report and make recommendations on systemic racism in the criminal justice system. The commission includes co-chairs David Cole and Margaret Gittens and commissioners Toni Williams, Sr-Guggan Skanda-Rajah, Moy Tam and Ed Ratushny.

### Special Investigations Unit

The mandate of the Special Investigations Unit (SIU) is to investigate the circumstances of deaths or serious injuries, including sexual assaults, that have resulted from occurrences involving police officers and members of the public.

As a civilian body, the SIU is independent of police services in Ontario.

#### Common Records

Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Travel/Expense Accounts

#### General Classes or Types of Records

Federal and Provincial Statutes  
Fleet Management  
Inquest Jury Reports  
Public Relations and Outreach  
Training Program

#### Manuals

Standard Operating Procedures

#### Personal Information Banks

##### Investigative Case Records

Location: Special Investigations Unit. Legal Authority: Police Services Act R.S.O. 1990, s.113. Information Maintained: Names and addresses of victims, any other relevant correspondence, copies of court documents, court briefs, date of birth, exhibit reports, in some cases criminal records, investigation and occurrence reports, medical reports, police officers and witnesses, police reports, statements, witness statements. Uses: To investigate police officers under section 113 of the Police Services Act. Users: Special Investigations Unit. Individuals in Bank: Individuals involved in investigations under the Criminal Code of Canada. Retention and Disposal: Retention period to be determined.

### Statutory Powers Procedure Rules Committee

The committee reviews the practices and procedures of administrative tribunals. It ensures that these bodies comply

with the Statutory Powers Procedure Act and fair and proper administrative procedures.

#### General Classes or Types of Records

Consultations

#### Public Records

##### Court Records

Purpose: Maintain records relevant to all matters commenced at the various court levels in Ontario. Legal Authority: Criminal Code, R.S.C. 1970, c.C-34; Young Offenders Act, S.C. 1980-81-82-83, c.110; Courts of Justice Act, R.S.O. 1990, c.C.43; Ministry of the Attorney General Act, R.S.O. 1990, c.M.17; Provincial Offences Act, R.S.O. 1990, c.P.33. Information Maintained: Name, address, disposition of the case, nature of charges laid or the matter in dispute. Retrievability: Name of accused/litigant, court date, file number. Retention and Disposal: Six months to 40 years, then archived or destroyed. Access Procedures: Individuals requesting to view a specific court record should contact the court office where the matter was commenced. Court Offices are located throughout the province. Refer to the blue pages of the public telephone directory for addresses and telephone numbers. There may be a fee for access.



# CABINET OFFICE

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## Head

Premier  
Room 281, Legislative Building  
Queen's Park  
Toronto, Ontario  
M7A 1A1  
(416) 325-1941

## Access

Freedom of Information and Privacy Coordinator  
Cabinet Office  
Room 4520, Whitney Block  
99 Wellesley Street West  
Toronto, Ontario  
M7A 1A1  
(416) 325-3769



A public reading room for the review of manuals and other information is open during regular office hours in Room 4520 of the Whitney Block, 99 Wellesley Street West, Toronto.

The role of Cabinet Office is to ensure that Cabinet (Executive Council) and its committees, as decision-making bodies, effectively reflect the policies and programs of the government. Cabinet Office also works with Cabinet and its committees to establish an agreed upon policy agenda and overall priorities, and works with ministries to ensure that a full range of policy options is provided to Cabinet. From time to time, Cabinet Office establishes special working groups to develop policy in areas of particular priority or which require inter-ministry coordination. In addition, Cabinet Office also provides administrative support to the Government House Leader's Office.

Cabinet Office has three main components:

The Executive function consists of the offices of the Secretary of Cabinet, Associate Secretary of Cabinet and President, Centre for Leadership, Assistant Deputy Minister Policy Coordination and Assistant Deputy Minister Communications and Corporate Services.

The Policy Coordination function consists of those units of Cabinet Office responsible for fulfilling the policy and planning mandate and ensuring that the government decision-making process functions effectively. It consists of the Executive Council Office, Policy and Priorities Unit, and four Policy Units (Justice, Social, Local/Municipal, and Resource and Economic).

The Corporate Services function handles day-to-day work and administration of Cabinet Office.

## Secretary of the Cabinet and Clerk of the Executive Council

The Secretary of the Cabinet and Clerk of the Executive Council heads the Ontario Public Service (OPS) and reports directly to the Premier. The Secretary of the Cabinet also acts as a special adviser to the Premier and ensures that direction from the Premier and the Cabinet are implemented by the OPS. He/She also acts as the Clerk of the Executive Council (i.e., Cabinet) and attends all Cabinet meetings and Premier's daily meetings as required.

The Secretary of the Cabinet is responsible for the overall management of the OPS, both in terms of the provision of policy advice and program delivery. As head of the OPS, he/she advises the Premier on Deputy Minister appointments, chairs the Executive Development Committee and reviews Deputy Ministers' performances.

## Assistant Deputy Minister Communications and Corporate Services

### Communications

The Communications unit works with the policy coordinators in Cabinet Office and the communications unit in the Premier's Office to develop strategic communications support for the government's policy decisions. It liaises with communications directors across government in implementing strategies, coordinates multi-ministry communications activities and participates in reviews of policies/programs/practices that affect the OPS communications community.

### Corporate Services

Corporate Services provides operational support for the activities of Cabinet, its committees and Cabinet Office.

The Resources Management Section is responsible for providing corporate services to the Cabinet Office in the areas of human resources, accommodation, purchasing, financial management, records and forms management, operational procedural development, print, mail and office services. Resources Management also supports the Office of the Premier in financial planning, records and forms management, and provides administrative support to the Government House Leader's Office.

The Corporate Issues Section advises the Secretary of the Cabinet and the Assistant Deputy Minister Communications and Corporate Services on emerging trends and issues, and provides support on cross-government issues management. The responsibilities also include Order Paper Questions, Petitions, Public Opinion Polls and Freedom of Information and Privacy.

The Information Technology Systems and Services (ITSS) Unit supports Cabinet Office and the Office of the Premier, through selection, implementation and support of information technology, management of the computer network, the development of computer applications; and provides education and training related to information technology.

It carries out the management functions for information technology, including planning and development of plans and projects. The management resources for ITSS are provided by the Cabinet Office and the other resources are provided by Management Board Secretariat, with roles and responsibilities defined in a Memorandum of Understanding between the Cabinet Office and the ministry.

The Premier's Correspondence Unit is responsible for the coordination of all letters, messages, certificates and public announcements issued and signed by the Premier. Its primary function is to ensure the appropriateness, timeliness and accuracy of these documents, as well as their maintenance and storage. The unit has two sections: the Writing and Policy Specialist Section and the Administrative Services Section.

### **Common Records**

CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Employment Application Inventory

Employment Equity Program

Freedom of Information and Protection of Privacy Act

Requests

General Employment History and Payroll Information

Grievances and Applications

Identity/Employee Card

Job Competitions and Applications

Litigation Files

Medical Information (Personnel)

Ombudsman/Human Rights Commission

Parking Records

Performance Management

Travel/Expense Accounts

Workers' Compensation

### **General Classes or Types of Records**

Corporate Issues

Financial and Administrative Records

Information Technology Records

Operational Records

Order Paper Questions and Answers

Petitions Presented to the House and Responses

Premier's Correspondence

Public Opinion Polls

### **Manuals**

Cabinet Office Procedures

Minister's Handbook

## **Assistant Deputy Minister Policy Coordination**

### **Executive Council Office**

The Executive Council Office provides secretariat services for the Cabinet, Policy and Priorities Board, and the Cabinet Committee on Legislation/Regulations. It provides coordination of process for matters proceeding to Cabinet from Cabinet committees and ministries, and administers the process and procedures for Orders-in-Council, Regulations and Petitions to Cabinet. It also receives Cabinet Submissions and prepares, distributes and maintains control of Cabinet Minutes. The Executive Council Office also maintains liaison with the Office of the Lieutenant Governor.

The Policy and Priorities Board unit is the secretariat for the board and provides coordination of process for matters proceeding to the board, Cabinet and Management Board. The unit prepares, distributes and maintains control of the board's agendas and minutes and also assists with Cabinet retreats, priority-setting exercises and other corporate initiatives.

The unit liaises with Management Board and the Government House Leader's Office and, on behalf of Cabinet Office, coordinates any policy reviews pertaining to the budget, fiscal and legislative processes.

### **General Classes or Types of Records**

Annual Reports

Cabinet Agendas and Minutes

Cabinet Committee on Legislation/Regulations Agendas and Reports

Cabinet Submissions

Draft Legislation

Oaths

Orders-in-Council

Petitions and Objections to Cabinet

Policy and Priorities Board Agendas and Minutes

Regulations



## Policy Units

The Policy Units of Justice Policy, Social Policy, Local/Municipal Policy, and Resource and Economic Policy provide secretariat services and coordination of process for matters proceeding to Policy and Priorities Board and Cabinet Committees (other than Management Board). The main functions of the Policy Units are to ensure that the Premier and Cabinet receive timely, accurate and relevant information for their decisions and that the government decision-making process functions effectively. These functions include: coordination of policy among ministries and among Cabinet committees; liaison with Management Board on policy initiatives with fiscal and workforce implications; assisting ministries to develop policy materials that reflect the corporate priorities of the government and which expedite decision-making; briefing the Premier on policy proposals by ministries; ensuring that records of Cabinet and Cabinet committees reflect precisely the intent of Cabinet; ensuring that decisions made by Cabinet are communicated precisely to ministries; and briefing ministers, political staff and senior management of ministries, as necessary. Secretariat duties to the Policy and Priorities Board include advice on agenda setting, the writing of minutes and assisting with corporate priority-setting activities such as Cabinet retreats.

### General Classes or Types of Records

Committee Agendas, Reports, Briefing Notes  
Correspondence  
Government Allocations  
Speech from the Throne

### Manuals

Guidelines for Preparing Cabinet Submissions

## Associate Secretary of Cabinet

The Associate Secretary of Cabinet, who is also President of the Centre for Leadership, ensures that strategic policy planning and development is conducted in the area of public service executive management, training and education programs relevant to senior managers. The Associate Secretary also provides advice and support to the Civil Service Commission, Executive Development Committee and Cabinet Office.

## Centre for Leadership

The Centre for Leadership is in the business of educating, training and developing senior managers in the Ontario Public Sector (OPS), reflecting the focus the organization is placing on the value of management excellence in the public service. By reinforcing the responsibility, confidence and interest in the future of leadership, the centre will build a sense of community and trust. It will achieve this by

recognizing and respecting the interests and responsibilities of ministries, individuals and the centre. The centre establishes partnerships with executives in other public service jurisdictions, private and broader public sectors, and academia to promote and support the role of the public service in Ontario.

### Common Records

Career Planning/Training

### General Classes or Types of Records

Civil Service Commission Records  
Job Evaluation for SMG  
Senior Management Curriculum  
Senior Management Recruitment Process

### Manuals

Deputy Minister's Manual

## Executive Services Branch

The Executive Services Branch is responsible for providing human resource planning for the Senior Management Group (SMG) such as career counselling, senior management severance and inventory search service for SMG opportunities.

## Program Development and Delivery Branch

The Program Development and Delivery Branch is responsible for program development for senior management in support of meeting the government's restructuring agenda.

### Manuals

Executive Transition Support Program Guide

## OFFICE OF THE PREMIER

The Office of the Premier provides staff support for the Premier of Ontario in his roles as head of the Executive Council and head of the Ontario government and his party.

The Office of the Premier comprises the Office of the Principal Secretary, Scheduling and Tours, Policy and Issues Unit, Special Projects, Press Office and Communications.

In addition, Public Appointments and Ministers' Staffing report to the Premier.

## Principal Secretary's Unit

The Principal Secretary is the Premier's chief policy adviser and chief of staff. Included in the Principal Secretary's Unit is the Deputy Principal Secretary. All other Premier's Office staff report through the Principal Secretary or the Deputy Principal Secretary.

## Communications Unit

The Communications Unit assists in the planning and execution of government communication initiatives.

## Policy and Issues Unit

This group provides the Premier with policy and issues coordination, briefing materials and advice related to the government's policy agenda.

## Press Office

The Press Office provides press and media support and services.

## Public Appointments

The Manager of Public Appointments coordinates appointments to government agencies, boards and commissions. The Manager oversees the operation of the Public Appointments Secretariat, Management Board of Cabinet.

### Personal Information Banks

#### Appointments to Boards and Commissions

Location: Public Appointments. Legal Authority: Voluntary with consent to use described below. Information Maintained: Name, address, letters of recommendations, resumes. Uses: Evaluate possible appointees; make and record appointments. Users: Premier, Cabinet ministers, senior staff of Cabinet Office. Individuals in Bank: Potential, current and former appointees to boards and commissions. Retention and Disposal: Not determined.



# CAMBRIAN COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Cambrian College of Applied Arts and Technology  
1400 Barrydowne Road  
Sudbury, Ontario  
P3A 3V8  
(705) 566-8101

## Access

Freedom of Information and Privacy Coordinator  
Cambrian College of Applied Arts and Technology  
1400 Barrydowne Road  
Sudbury, Ontario  
P3A 3V8  
Fax: 705-524-7302  
(705) 566-8101



A public reading room for the review of manuals and other information is open during regular office hours at 1400 Barrydowne Road, Sudbury.

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Cambrian College of Applied Arts and Technology is a vocationally oriented college of applied arts and technology that serves the Sudbury and Manitoulin/North Shore districts. It provides high quality and diverse educational opportunities in both English and French to young persons and adults with varying needs and abilities. Cambrian College also provides a comprehensive range of programs and services to the First Nations people. In addition to postsecondary programs, the college offers a wide range of opportunities for employee renewal and upgrading and adult retraining. The Cambrian Foundation and Northern Ontario Research Centre for Advanced Technology (NORCAT) are independent organizations that operates under the direction of the college.

The college is governed by a Board of Governors that includes the college's President as a member. The College is organized into three divisions: Academic and Students Services, Community and International Development, and Finance and Administration. Campuses are located in Sudbury, Noelville, Espanola and Manitoulin/North Shore. Administrative headquarters are in Sudbury.

## Academic and Student Services

The division is headed by the Vice President, Academic and Student Services and delivers English educational programs

in business, graphic arts, technology, fashion, native studies, health sciences, language training, theatre arts, and academic subjects. In addition, the division provides such special services as the dental clinic, health clinic, special services in support of individuals with special needs; and the administration of provincial/federal programs such as FUTURES, Ontario Training Strategy and Canadian Job Strategy. This division also provides services such as a learning resources centre, a counselling centre, a residence for students and a career planning and placement centre. The division coordinates activities on campuses in Sudbury, Noelville, Espanola and Manitoulin/North Shore.

## Common Records

Career Planning/Training  
Co-op, Work Term, Final Job Placements  
Dental Clinic Patients  
FUTURES Program Applicants and Participants  
Health and Medical Records  
Library Users Lists  
Medical Information (Personnel)  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Student Athletics and Fitness Programs  
Student Counselling  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

## Board of Governors

The Board of Governors is comprised of members appointed by the Council of Regents: 12 voting members from nominations representative of the geographic and demographic aspects of the region, as well as voting members elected from the college's student body, academic, administrative and support staff groups. It is responsible for establishing college goals, policies and processes for evaluation of the operation of the college. The Board has five standing committees: the Executive Committee, the Anishnaabe Affairs Committee, the Education and Planning Committee, the Finance and Administration Committee and the Membership Committee.

## Common Records

Board of Governors Membership

## Community and International Development

This division is headed by the Vice President, Community and International Development and is responsible for strengthening and expanding Cambrian's linkages and educational partnerships with the business, industrial, professional and international communities; for the delivery of contract- and employer-based education and training programs, courses and seminars, part-time credit and non-credit courses and a hospitality program. In addition this division provides special services such as operating a

public dining room, day care centres, an athletic complex and a campus bookstore.

**Common Records**

Day Care Registrants  
Innovation Centre Clients, Registrants and Users

**Finance and Administration**

The division is headed by a Vice President and provides the college and all campuses with support services, including human resources management, physical resources and safety, campus administration, finance and accounting, researching and planning, information systems, staff development and employment and education equity. In addition, the Registrar's Office and Financial Aid provides the college and all campuses with a variety of student registration and support services.

**Common Records**

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Graduate and Alumni Records  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Litigation Files  
Ombudsman/Human Rights Commission  
Parking Records  
Performance Management  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Travel/Expense Accounts  
Workers' Compensation

**President's Office**

Reporting to the Board of Governors, the President is the Chief Executive Officer with full authority to manage and direct the business and affairs of the college. Public Affairs reports directly to the President.

**Common Records**

Employment Equity Program



# CANADORE COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Canadore College of Applied Arts and Technology  
P.O. Box 5001  
North Bay, Ontario  
P1B 8K9  
(705) 474-7600

## Access

Freedom of Information and Privacy Coordinator  
Canadore College of Applied Arts and Technology  
100 College Drive  
North Bay, Ontario  
P1B 8K9  
(705) 474-7600



A public reading room for the review of manuals and other information is open during regular office hours in the library at the main campus, 100 College Drive, North Bay.

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Canadore College offers educational training programs that relate to the career needs of the students and to the skill needs of the industries served by the college, within the context of evolving provincial and national training strategies.

The college is governed by a 17-member Board of Governors and is organized under the President into the following divisions: President's Office, Academic and Administrative. The college has three campuses, two in North Bay and one in Sturgeon Falls.

Administrative headquarters are located at 100 College Drive, North Bay.

## Academic Division

The Vice President, Academic is responsible for the development and delivery of all academic programs: Business, Computer/Technology, Aviation and Engineering, Applied and Secretarial Arts, General Studies, Health Sciences and Part-Time Studies. In addition, this division delivers special services such as the Canadore School of Hospitality Dining Room and Dental Clinic, and administers provincial/federal programs such as FUTURES, Ontario Training Strategy and the Canadian Job Strategy. Computer Services, Instructional Development and Media Services, Counselling and Health Services are also in this division.

## Common Records

Board of Governors Membership  
Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Dental Clinic Patients  
FUTURES Program Applicants and Participants  
Health and Medical Records  
Library Users Lists  
Medical Information (Personnel)  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Performance Management  
Student Appeals (disciplinary, administrative, academic)  
Student Counselling  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

## General Classes or Types of Records

Community-Based Training Program Evaluation File  
Performance-Based Teacher Education File  
Workshop and Conference Files

## Manuals

Health Sciences Accreditation Procedures  
Policy and Procedures Manual

## Administrative Division

The Vice President, Finance and Administration provides the college with a variety of support services, including the Campus Shop, finance and accounting, purchasing, personnel, plant and property management, the student residence, security, professional development, athletics, community and secondary liaison public relations and information, financial aid for students, job placement, registration and student records.

## Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Litigation Files  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Parking Records  
Performance Management  
Professional Development

Scholarships and Awards  
Student Applications  
Student Athletics and Fitness Programs  
Student Registration and Academic History  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention  
Program

**Manuals**

Policy and Procedures Manual

**Board of Governors**

The Board of Governors, appointed by the Council of Regents and area municipalities, establishes college goals and policies. The board has established three standing committees: Finance, Property and Personnel.

**Common Records**

Board of Governors Membership

**General Classes or Types of Records**

Bylaws  
Minutes of Board and Standing Committees  
Policies

**Manuals**

Policy and Procedures Manual

**President's Office**

Appointed by and responsible to the Board of Governors, the President is Chief Executive Officer responsible for managing the operations of the college.

The Canadore Foundation, established to provide an avenue for contributions, bequests, grants and gifts to support activities and programs, reports to the President.

**Common Records**

Board of Governors Membership  
Graduate and Alumni Records

**Manuals**

Policy and Procedures Manual



# CENTENNIAL COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Centennial College of Applied Arts and Technology  
P.O. Box 631, Station A  
Scarborough, Ontario  
M1K 5E9  
(416) 694-3241

## Access

Freedom of Information and Privacy Coordinator  
Centennial College of Applied Arts and Technology  
P.O. Box 631, Station A  
Scarborough, Ontario  
M1K 5E9  
(416) 694-3241



A public reading area for the review of manuals and other information is open during regular office hours in the Resource Centres located in each of the four major campuses: Progress Campus, 41 Progress Court, Scarborough; Warden Woods Campus, 651 Warden Avenue, Scarborough; Ashtonbee Campus, 75 Ashtonbee Road, Scarborough; and The Bell Centre for Creative Communications, 951 Carlaw Avenue, East York.

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Centennial College is governed by a 17-member board of governors including the President who is an ex-officio member and secretary-treasurer. The college is organized into the Office of the President and five main areas: Academic, Administration and Finance, Student Services and Community Relations, Human Resources and Information Services. There are three major teaching campuses in Scarborough and one in East York. One non-teaching location housing the Bibliocentre and a number of smaller training satellites are situated in the east end of Scarborough.

## Common Records

Board of Governors Membership  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
FUTURES Program Applicants and Participants  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information

Graduate and Alumni Records  
Grievances and Applications  
Job Competitions and Applications  
Litigation Files  
Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Parking Records  
Performance Management  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Travel/Expense Accounts  
Vocational Testing and Counselling  
Workers' Compensation

## General Classes or Types of Records

Accounting  
Centre for Students with Disabilities  
Child Care Registrants  
Purchasing

## Academic

The area is responsible for all academic functions of the college, and is divided into the Schools of Academic Studies, Access and Lifelong Learning, Applied Arts and Health Sciences, Business, Communications and Development, Engineering Technology and Transportation, as well as the Centre for Instructional and Professional Development.

## Administration and Finance

This area provides services in the following areas: financial planning, accounting, purchasing, physical resources, bookstores, food services and the Bibliocentre.

## Board of Governors

Appointed by the Council of Regents, the board is comprised of representatives from business, education and industry, as well as members elected by the faculty, administration, support staff and students. The board governs the college, and provides guidance and leadership with respect to policy and direction of the college.

## Human Resources

This area is accountable for providing a full range of human resource services to the college and the employees. In

addition, the department provides services to staff in the areas of employment and human rights.

### **Information Services**

This area provides computing services to the college.

### **Office of the President**

The President, as chief executive officer, oversees the management and direction of college operations. The Office of the President provides administrative support to the Board of Governors and President.

### **Student Services and Community Relations**

This area has responsibility for providing a full range of services to students, including counselling, the Centre for Students with Disabilities, learning/resource centres, Marketing, Communications and Community Relations, Registrar's Office, Student Financial Aid and Awards, Student Life and Athletics, Student Services and International Students.



# CITIZENSHIP, CULTURE AND RECREATION

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## Head

Minister of Citizenship, Culture and Recreation  
6th Floor, 77 Bloor Street West  
Toronto, Ontario  
M7A 2R9  
(416) 325-6210

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Citizenship, Culture and Recreation  
12th Floor, 77 Bloor Street West  
Toronto, Ontario  
M7A 2R9  
(416) 325-6010



A public reading room for the review of manuals and other information is open from 9 a.m. until 5 p.m., Monday to Friday, in the Resource Centre on the ninth floor at 77 Bloor Street West, Toronto.

## Access for the Ontario Human Rights Commission

Freedom of Information and Privacy Coordinator  
Ontario Human Rights Commission  
400 University Avenue  
Toronto, Ontario  
M7A 2R9  
(416) 326-3875



TDD: (416) 314-4535 A public reading room for the review of manuals and other information is open during regular business hours on the 11th floor at 400 University Avenue, Toronto.

The Ministry of Citizenship, Culture and Recreation formulates policies and delivers programs and services to help strengthen Ontario's citizenship, culture, recreation information and heritage sectors, and to improve access of all Ontarians to these experiences.

Activities include a broad range of community development initiatives, and assisting the culture, sport and recreation partners and agencies.

A network of field offices assists in the delivery of the ministry's programs, resources and services across the province.

## Deputy Minister's Office

### Communications Branch

The Communications Branch informs the public, client groups and the media about the ministry's programs and policies, establishes the communications policy, prepares communications strategies in consultation with ministry staff and provides communications support to the Minister and Deputy Minister. The branch also provides consultative and developmental services to senior staff regarding the production of communications materials.

Activities include strategic communications planning, issues management, events planning, media relations, publications and creative services.

### Citizenship and Corporate Policy Division

The Citizenship and Corporate Policy Division consists of Community Programs, Native Community, Policy and Planning, and Program Management, described in separate entries.

### Community Programs

In partnership with other branches and divisions of the ministry and with other ministries, the branch identifies and responds in ways which facilitate full and equitable participation of Ontario's diverse population in the social, political, economic and cultural life of the province.

The Community Services Regional Offices provide front-line advice on organizational and community economic development; funding programs and leadership training to community organizations in front-line community contact functions throughout the province. Community development consultants can be reached at the regional offices noted below under the Ministry of Citizenship, Culture and Recreation (MCZCR) Regional Offices.

Grants Services Unit administers the funding programs offered by the ministry. The unit provides consultation to organizations and institutions on financial management, process management, grants assessment and trend analysis.

### Community Programs Branch Regional Offices

Field services provides program delivery and community development support in front-line community contact functions, enabling the branch's multicultural, settlement and immigrant clients to achieve access and equity to

government programs and services. Grant programs delivered by the branch through its consultants are Cultural Interpreter Services and Training Program (CI), Citizenship Development Grants Program (CD), Ontario Settlement and Integration Program (OSIP), Community Project Grants Program (CPG) and jobsOntario Community Action Program (JOCA).

Field services consultants can be reached at this branch's field offices.

### **Ontario Honours and Awards**

The Ontario Honours and Awards (OHA) Section coordinates the province's highest awards of recognition. The Order of Ontario recognizes greatest distinction and singular excellence in any field of endeavour by Ontarians. The Ontario Medal for Good Citizenship recognizes those people whose caring concern and dedicated commitment enhances the quality of life in their communities. The Ontario Medal for Police Bravery and The Ontario Medal for Firefighters' Bravery recognize acts of superlative courage performed in the line of duty. The Lincoln M. Alexander Awards recognize two young Ontarians who have demonstrated exemplary leadership in eliminating racism. The Volunteer Service Awards recognize length of service to community groups associated with the ministry. The Outstanding Achievement Awards recognize precedent-setting examples of voluntarism. The Amethyst Awards for Outstanding Achievement in the Ontario Public Service recognize the importance of people in the Ontario Public Service (OPS) by honouring public servants for excellent work.

OHA also coordinates a series of key special events at Queen's Park, including Canada Day celebrations, special sessions of Citizenship Courts and more.

### **General Classes or Types of Records** Ontario Honours and Awards Program

### **Seniors' Issues Group**

The Seniors' Issues Group (SIG) promotes the development of coordinated policies within government, ensuring that seniors' interests are well served.

### **General Classes or Types of Records** Guides and Directories Records on Services and Programs Studies and Surveys

### **Native Community**

Native Community provides community development services in consultation and cooperation with aboriginal communities and organizations. It is mandated to promote

organizational development that will assist communities in achieving self-government objectives, including economic self-reliance, social and cultural integrity and aboriginal-controlled services.

The branch has adopted a policy of aboriginal participation in the development and revision of programs which bring native organizations together for joint work on and management of grants programming.

The branch's native development consultants offer assistance to over 500 organizations and communities, including Metis communities, Friendship Centres, Native Women's Organizations, First Nations, and native cultural and communications groups throughout Ontario. Field consultants provide consulting advice, project development assistance, information on available programs and a range of community development services.

This office administers a number of capital programs. The Ontario Native Community Infrastructure Program provides assistance to native communities for the construction and renovation of community halls and friendship centres. The Native Small Business Centres Program provides assistance to native communities for the construction and development of small business centres and business parks. The branch delivers native-specific programming on behalf of other ministries.

The branch is the lead for the jobsOntario Community Action Aboriginal Program initiative, working in partnership with aboriginal provincial and territorial organizations, and also leads many projects in the jobsOntario Community Action Program. A special initiative is the Summer Experience Program to provide employment opportunities for aboriginal youth.

The branch also performs services for other provincial ministries and agencies by bringing a community-based perspective to the aboriginal policy and program development initiatives in government.

Regional and head office staff provide administrative and technical program support, as well as liaison with other ministries, agencies and departments. Branch services are available through 11 field offices.

### **General Classes or Types of Records** Aboriginal Family Violence Program Management and Training Program Native Community Branch Grants Analysis Data Base, Community Grants Native Program Administration and Projects and Services Grants Program Native Small Business Centres Program Northern Native Business Internship Program



Northern Native Small Business Program  
 Northern Native Small Business Development Program Data Base  
 Ontario Native Community Infrastructure Program  
 Ontario Native Community Infrastructure/Native Small Business Centres Program Data Base  
 Ontario Native Economic Support Program  
 Ontario Native Economic Support Program Data Base  
 Summer Experience Program

### Manuals

JobsOntario Community Action Program Resource Manual  
 Native Community Branch Grants Manual  
 Native Community Branch Economic Development Manual  
 Northern Native Small Business Development Program Manual  
 Ontario Community Infrastructure/Native Small Business Centres Program Manual

### Personal Information Banks

Northern Native Small Business Development Program Location: Native Community. Legal Authority: Ministry of Northern Development and Mines Act, R.S.O. 1990, c.M.32. Information Maintained: Name of individual and/or business, Northern Native Small Business Development Program grants, social insurance number, address, assets, credit worthiness, education, evaluation information, financial history or activities, liabilities, net worth, personal and business finances income. Uses: Verify program eligibility; program planning; prepare program management reports. Users: Native Community Branch staff, program managers, program review committee members, auditors. Individuals in Bank: Native persons resident in northern Ontario (Status, Non-Status, Metis, Inuit), northern businesses (sole proprietorships, partnerships, corporations, cooperatives). Retention and Disposal: Not determined.

## Policy and Planning

Policy and Planning consists of Corporate Planning, Disability Issues Group and Citizenship Policy, described in separate entries.

## Citizenship Policy

Citizenship Policy provides analysis and advice on current and emerging issues related to the mandate of the Ministry of Citizenship, Culture and Recreation, and develops policy in the issue areas of anti-racism, seniors, aboriginal, multiculturalism, immigration, human rights and employment equity.

The office is responsible for policy coordination, policy development and research. Through its ethnocultural database, it acquires, compiles, analyzes and disseminates statistical information on the diverse population of Ontario.

## General Classes or Types of Records

Cabinet Committee Documents  
 Cabinet Submissions  
 Correspondence  
 Discussion Papers  
 Human Rights Policy Papers  
 Immigration Statistics - Publication  
 Maps and Demographic Statistics for Selected Mother Tongue Groups  
 Multiculturalism Papers  
 Ontario: A Diverse and Changing Society - Special Report  
 Research and Evaluation Studies  
 Unpublished Statistical Tables

## Corporate Planning

Corporate Planning is the focal point in the ministry for citizenship strategic planning, evaluation, change management, resources management and agencies.

Strategic Planning and Evaluation Unit provides ministry-wide direction in strategic planning, supporting an ongoing and inclusive strategic planning process for the ministry which can be operationalized in all ministry plans and activities. It also provides an ongoing program for the ministry to evaluate programs and policies within the context of environmental scanning and strategic directions.

Resources Management Unit provides ministry-wide direction in the development and implementation of strategies for financial planning and expenditure control, human resources planning and priority setting, information technology planning, priority setting and project coordination, strategic facilities management, including accommodation planning, manuals and directories, and planning for audit. Resource Management leads a controllership function for the ministry in terms of ministry-wide administrative procedures and practices, ensuring compliance with central agency directives, and overall strategic directions of the ministry. The unit serves as the primary liaison between the ministry and the Treasury Board and Management Board Secretariat.

Agencies Unit manages and coordinates all agency relationships, by liaising directly with existing and emerging agencies, developing accountability frameworks and fostering positive working partnerships for joint-issue resolution. The unit coordinates cross-agency issues and facilitates linkages between policy and program areas of the ministry and the agencies. It also acts as the liaison between the ministry agencies and the Treasury Board and Management Board Secretariat.

## Disability Issues Group

The Disability Issues Group promotes the perspectives of people with disabilities in order to be included in the Ontario government's policy development and decision-making processes. To achieve this, staff conducts various outreach, liaison and consultation strategies with government, community groups and the public.

### General Classes or Types of Records

Administrative Records  
Program/Policy Records

### Manuals

Ontario Group Homes Manual

## Program Management

Program Management provides strategic leadership in the development, coordination and delivery of provincial programs which reflect the equity and access goals of the ministry. These programs are delivered through Client Services and Program Development.

Information resources general inquiry: 1-800-267-7329  
(Toll Free), Metro Toronto 416-327-2422, Fax  
416-314-6543 (77 Bloor St. W., 9th Flr.), TDD  
416-314-7831 (77 Bloor St. W., 9th Flr.).

### General Classes or Types of Records

Administration and Settlement Services  
Citizenship Development Grants  
Community Facilities Improvement Program Grants  
Community Project Grants  
Labour Market Adjustment Program (LAS)  
Multicultural Workplace Program Coordination Grants  
Multilingual Access to Social Services Initiatives/Cultural  
Interpreter Services (MASSI/CI)  
Newcomer Services Publications /Resources  
Ontario Honour and Awards Program  
Ontario Settlement and Integration Program Grants  
Ontario Welcome House Nursery School and English as a  
Second Language (ESL)  
The Demonstration Project Fund (DPF)  
WAP/Cultural Interpreter Services and Training Program  
Grants (WAP/CI)  
Wife Assault Prevention Education Grant (WAPE)  
jobsOntario Community Action Program

### Personal Information Banks

Children Information Records - Ontario Welcome House  
(OWH) Nursery School

Location: Program Management. Legal Authority: Ministry  
of Citizenship and Culture Act, R.S.O. 1990, c.M.  
18/Order-in-Council 3282/86. Information Maintained:  
Name, address, attendance consultations, client number,  
country of origin, date of birth, medical history, mother

tongue, profile of parents. Uses: Client Services Branch.  
Users: OWH Nursery school staff. Individuals in Bank:  
Children of immigrants, refugees attending adult language  
classes. Retention and Disposal: Four years, then destroyed.

### Resource Centre

Location: Program Management. Legal Authority: Ministry  
of Citizenship and Culture Act, R.S.O. 1990, c.M.18.  
Information Maintained: Client names, business and  
residence telephone numbers, publications borrowed. Uses:  
Determine eligibility of benefits and settlement needs on  
immigrants and refugees. Users: Library /Reading room  
staff. Individuals in Bank: Users/Clients of library.  
Retention and Disposal: Two years, then destroyed.

Student Information Records, English as a Second Language  
(ESL) School.

Location: Program Management. Legal Authority: Ministry  
of Citizenship and Culture act, R.S.O. 1990, c.M.  
18/Order-in-Council 3282/86. Information Maintained:  
Name, address, age, class information, education,  
employment, immigrant status, medical information,  
occupation in country of origin, sex. Uses: Administration.  
Users: ESL school staff. Individuals in Bank: Immigrants  
and refugees to Ontario who have attended language classes.  
Retention and Disposal: Four years, then destroyed.

### Welcome House (OWH) Client Files

Location: Program Management. Legal Authority: Ministry  
of Citizenship and Culture Act, R.S.O.1990. c.M.  
18/Order-in-Council 3282/86. Information Maintained:  
Name, address, children, client number, country of origin,  
education, marital status, mother tongue, sex. Uses:  
Determine eligibility for benefits and settlement needs of  
immigrants and refugees. Users: OWH staff. Individuals in  
Bank: Immigrants and refugees who are clients of OWH.  
Retention and Disposal: Three years, then destroyed.

## Access to Professions and Trades

The Access to Professions and Trades Unit (APT) promotes  
change to policies, practices and systems to ensure that  
individuals educated/trained outside Ontario are treated  
fairly when seeking licensure or certification in their  
occupation.

APT administers a grant program known as the  
Demonstration Project Fund (DPF). The DPF targets and  
provides support to professional and trades licensing or  
certification bodies, labour organizations, professional  
associations, broader public sector organizations and  
voluntary community organizations to undertake projects  
that address the removal of systemic barriers. Identified  
barriers that prevent individuals educated/trained outside  
Ontario from gaining access to their chosen profession/trade  
can be in relation to some aspect of: licensure testing,  
language testing, review and appeal processes,



supplementary training/education, prior learning assessment/credential assessment.

APT works closely with other ministries to address access-related issues among the ministries' client groups.

### **General Classes or Types of Records**

Cabinet Committee Documents

Cabinet Submissions

Correspondence

Discussion Papers

Task Force Submissions and Responses

## **Program Development**

This function is mandated to develop, facilitate, enable and advocate for equitable and effective programming in the ministry, across government and in the community on behalf of its client population.

The Program Design, Standards and Coordination Unit is responsible for designing innovative approaches to address equity/access issues in the areas of multiculturalism, settlement, senior and disability programs. The unit also assists in the design and implementation of program standards and works to integrate and coordinate programs in the context of the priorities of the ministry.

The Resource Development and Training Unit develops training and orientation resources to assist community and public sector organizations in support of immigrant settlement. Currently underway are language training programs, specialized programs such as wife assault prevention and cultural interpretation, disability programs and multiculturalism initiatives.

## **Corporate Services Division**

The Corporate Services Division provides a wide range of financial, management and administrative services to the Ministry of Citizenship, Culture and Recreation. Services provided include audit, legal, human resources, financial planning and accounts payable, and information technology. The division is also responsible for French language services, equal opportunity planning, and organizational planning and development.

## **Financial and Administrative Services Branch**

The Financial and Administrative Services Branch provides the Ministry of Citizenship, Culture and Recreation with accounting and administrative support services.

The Financial Services Section performs the coordination and processing of all financial transactions and relevant statistical data for the ministry's program areas and designated agencies. The section is responsible for developing and maintaining effective reporting procedures in order to support program managers.

The Administrative Services Section provides facilities and asset management, purchasing, forms and records management, administrative and corporate manual coordination and Freedom of Information and Privacy Protection activities. Office services include printing, mail, courier, distribution and vehicles management.

### **Common Records**

Identity/Employee Card

Parking Records

Travel/Expense Accounts

### **General Classes or Types of Records**

Administrative Procedures

Agendas and Minutes of Meetings

General Inquiry Files

Mail and Messenger Service Records

Property Management, Building and Accommodation

Services Records

Records Management Files

Statistical Records

Travel and Transportation Records

### **Manuals**

Manual of Administration

## **Freedom of Information and Privacy Office**

The Freedom of Information and Privacy Office (FIPP) administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship, Culture and Recreation.

Assistance to the public or government employees in locating certain records or processing requests is available from the FIPP Office, located on the 12th Floor, 77 Bloor St. W., Toronto.

Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

### **Common Records**

Freedom of Information and Protection of Privacy Act Requests

### **General Classes or Types of Records**

Administrative Policy and Procedures  
Correspondence Files  
Statistical Data  
Surveys, Studies and Reports  
Training Files

### **Human Resources Branch**

The Human Resources Branch performs personnel functions for the Ministry of Citizenship, Culture and Recreation, working mainly in an advisory capacity with line managers. The branch is responsible for: human resource policies and procedures, provision of human resources information, health and safety services, employee compensation and position classification, recruitment, redeployment, human resources planning, training and development, workplace equal opportunity plans and initiatives that include coordination of the ministry's workplace discrimination and harassment prevention policy, French language services, employee counselling, staff relations, and payroll and employee benefit services.

#### **Common Records**

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Grievances and Applications  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Performance Management  
Workers' Compensation

#### **General Classes or Types of Records**

Human Resources Allocation Records  
Human Resources Management Records  
Job Specifications  
Organization Charts  
Pension, Benefits and Insurance

### **Information Technology Branch**

The Information Technology Branch is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Citizenship, Culture and Recreation. Activities and services provided to the ministry include strategic systems and technology planning, involving the development and periodic review of plans for the automation of ministry activities, client consultation to identify opportunities where technology will assist client business activities in multiple locations, technical support and education to ensure the ongoing and effective use of

technology, and systems development and integrated office systems involving the provision and maintenance of corporate information systems, particularly automated office systems.

### **General Classes or Types of Records**

Data Systems Development and Management Records

### **Legal Services Branch**

The Legal Services Branch provides legal services for the Ministry of Citizenship, Culture and Recreation and some of their agencies.

Services provided include: corporate and commercial law, property law, administrative law, intellectual property law, legislative interpretation and human rights law.

#### **Common Records**

Litigation Files

#### **General Classes or Types of Records**

Contracts and Agreements  
Correspondence Files  
Research and Opinion Records  
Statutes and Regulations Records

#### **Personal Information Banks**

##### Conflict of Interest Files

Location: Legal Services Branch. Legal Authority: O. Reg. 977/90, s.15 under the Public Service Act, R.S.O. 1990, c.P.47. Information Maintained: Employee name, potential conflict details. Uses: Allow Legal Services Branch to advise the Deputy Minister of a possible conflict of interest situation. Users: Legal Services Branch, Deputy Minister. Individuals in Bank: Employees and others who may be involved in a conflict situation. Retention and Disposal: Not determined.

### **Niagara Falls Relocation Project**

The Niagara Falls Relocation Project provides leadership and direction to the ministry regarding all aspects of relocating portions of the Ministry of Citizenship, Culture and Recreation functions to Niagara Falls, and provides redeployment services for ministry staff.

#### **General Classes or Types of Records**

Community Liaison Resource Materials  
General Administration Files on Relocation Program  
Program Management and Financial Information Files  
Redeployment Resource Materials  
Relocation Resource Materials



## Personal Information Banks

### Surplus/Redeployment Employee Files

Location: Niagara Falls Relocation Project. Legal Authority:

Public Service Act, R.S.O. 1990. Information Maintained:

Employee name, goals, training plan, portfolio/resume, surplus letter. Uses: Assist surplus employees make career

decisions and aid placement in positions. Users:

Redeployment staff and Human Resources consultants.

Individuals in Bank: Ministry staff declared surplus.

Retention and Disposal: Thirty months.

## Organizational Development and Planning Branch

The Organizational Planning Branch is responsible for guiding and assisting the ministry, its managers and staff in defining their changing roles within government; promoting and fostering a culture of innovation, effectiveness and efficiency that will help the ministry direct its limited resources toward what is important and critical.

The branch is also responsible for audit and evaluation services, budget analysis and advice, and strategic, corporate and financial planning.

### General Classes or Types of Records

Business Practices

Operational Planning

Organization Renewal

Research and Evaluation

## Culture Division

The Culture Division is responsible for the development of policies and the operation of programs related to arts support, heritage conservation, program and financial liaison with the ministry's cultural agencies, and policy and program development with cultural industries. Ontario government leadership to Libraries and Community Information Centres is given through the Culture Division.

### Cultural Partnerships Branch

The Cultural Partnerships Branch is composed of two sections: the Cultural Agencies Section and the Libraries and Community Information Section.

The Cultural Agencies Section is responsible for fiscal, policy and program liaison with 11 cultural agencies and institutions of the ministry.

The Libraries and Community Information Section ensures Ontario Government leadership to public libraries and community information centres to develop accessible,

equitable and empowering information and library services for the people of Ontario. The branch facilitates improvement through policy and program development and evaluation, long-range planning with partners and stakeholders, partnership development, province-wide marketing for public libraries and community information centres, and support for effective legislation. The branch has two units:

The Planning and Operations Unit administers the Public Libraries Act, develops and evaluates provincial policies on library and community information services, provides consultative support, and administers grant and pay equity programs, the Trillium Book Award/Prix Trillium and the Public Library Services Awards. The unit coordinates two agencies: the Ontario Library Service - North, and the Southern Ontario Library Service, which deliver programs and services for the ministry.

The Telematics and New Media Unit provides advisory services in the use of technology and telecommunications to develop the Provincial Information Network for Ontario's public and First Nation libraries and for community information centres. The unit supports the development of the provincial information infrastructure (including Online Ontario and INFO, the Information Network for Ontario), facilitates strategic planning and partnerships for networks and technologies that support library and community information services, and coordinates services such as aboriginal library and information services, support for community information centres, and electronic access to government information through public libraries and community information centres.

The Ontario Library Service (OLS) consists of two agencies of the Ontario Ministry of Citizenship, Culture and Recreation. The mandate of the Ontario Library Service - North and the Southern Ontario Library Service is to increase cooperation among public libraries and facilitate the development of local services. OLS services include:

Resource-sharing networks and services including inter-library loan, coordinated telecommunications services, planning and coordination services, multi-cultural and special format materials, materials delivery, cooperative collection development, advocacy, provincial information grid, development and coordination of INFO (Information Network for Ontario) including the CD-ROM catalogue. Consultation and technical assistance, First Nations library services, planning, information and research services to libraries, development of regional clusters of libraries. Trustee development, workshops and seminars, EXCEL training programs, workshops such as customer service, FOIPA, pay equity and employment equity. Direct services (in the North only): supplementary materials; acquisition

organization and maintenance of the Northern Ontario Catalogue; technical services support.

### **General Classes or Types of Records**

Annual Surveys of Public Libraries  
Canada-Ontario Cultural Development Program  
Community Information Services Operating Grant and Project Grant Program  
Community Information Services  
Contracts for Library Services  
First Nations Library Services  
International Relations  
Legislated and Special Grants  
Library Automation  
Library Project Grants  
Municipal Library Bylaws and First Nations Library Resolutions  
Ontario Library Service  
Outreach Ontario  
Overseas Operations  
Public Libraries Act  
Public Library Services

### **Cultural Policy Branch**

The Cultural Policy Branch strives to enhance the social and economic well-being of Ontarians by advancing policies that promote the cultural vitality of Ontario, ensuring that cultural implications are fully considered in all policies and programs across the Ontario Government, and providing sectoral policy leadership for heritage, arts and cultural industries. It accomplishes these by focusing on the following key objectives: fostering the development of cultural policies and strategies, promoting broadened participation in cultural development, building the knowledge and partnerships to support cultural development, communicating the importance and benefits of culture and cultural development to the social and economic well-being of Ontario and evaluating the effectiveness and efficiency of cultural policies and strategies in Ontario.

The branch is organized into the following two groups:

Policy Coordination and Planning Group is responsible for policy advice and analysis, issues management, general information management, freedom of information, communication, liaison with clients, and strategic and operation planning relating to Ontario's heritage, arts and cultural industries.

Policy and Program Development Group is responsible for medium to long-term policy development, program development, program evaluation and monitoring of the branch's operational environment.

The branch administers the Ontario Heritage Act.

### **General Classes or Types of Records**

Cultural Industries Sector Strategy - Reports and Consultation Material  
Heritage Legislation Project  
Ontario Heritage Policy Review  
Ontario Historical Studies Series (research, background and operations files)

### **Cultural Programs Branch**

The Cultural Programs Branch is composed of five units with responsibilities for administration and delivery of different cultural programs.

Administrative and Grants Services (416-314-7088) provides administrative and management functions to the branch and processes all branch operating, capital and project grants; provides grants information services.

Archaeology and Heritage Planning (416-314-7148) performs regulatory, planning and educational functions related to archaeological and cultural resource management. These functions are outlined in the Ontario Heritage Act, the Planning Act and the Environmental Assessment Act. The unit administers the archaeological licensing program, maintains a database of the 10,000 known archaeological sites in Ontario and reviews projects going through the environmental assessment and planning processes. Through four regional archaeology offices, the unit assists communities and groups in identifying, conserving and managing marine and land-based archaeological resources, and provides technical assistance to projects that encourage education and training in archaeological research and resource conservation.

Arts and Cultural Industries Support (416-314-7643) provides program and consultative services on a domestic and international basis. It offers operating and grant support for eligible arts and cultural industry service organizations and project-based support for the broader cultural sector through programs that assist in market development initiatives, organization effectiveness and projects to encourage a broader range of participation in cultural activities. Programs also promote cultural exchanges between Ontario and Quebec, and between Ontario and targeted regions abroad. The unit is also responsible for cultural relations with Canadian embassies and consulates. The Arts Abroad Program provides grants to cultural organizations involved in international cultural initiatives such as trade fairs, touring and promotion. A variety of projects between Ontario and Quebec are funded by the cultural exchange program of the Ontario-Quebec Commission for Cooperation. Per diem support is also available to foreign journalists and programmers visiting Ontario to view Ontario's cultural programming and



resources, and travel subsidies are available to individual artists. Marketing support is provided to the sound recording sector and assistance provided to the commercial theatre industry for the development of commercial Canadian productions. The Arts Services Organization Program provides operating grants to provincial arts service organizations, while the Cultural Projects Grants Program provides incentives to assist non-profit organizations with leadership development, training, organizational development and outreach, and participation projects.

The Ontario Publishing Centre supports the business needs of the book and magazine publishing industry in Ontario by providing project grants to qualified publishers for promotion, sales and marketing, pre-production, technology and other business investment grants.

Heritage Properties Programs (416-314-7137) advises other provincial ministries, municipalities, Local Architectural Conservation Advisory Committees (LACACs), heritage organizations and the private sector on heritage conservation and planning, and provides technical assistance and advice on architectural conservation practices and techniques. The unit also administers the ministry's Preserving Ontario's Architecture Program, the Ontario Heritage Bridge Program and the Canadian Register of Heritage Properties (Ontario). In addition, this unit maintains a register of properties designated under the Ontario Heritage Act and administers the Conservation Review Board.

Museum and Heritage Organization Programs (416-314-7156) provides specialized advisory services and funding assistance to a wide range of heritage groups in Ontario, including local museums, historical societies and heritage organizations, provincial heritage organizations and the Multicultural History Society of Ontario.

### **General Classes or Types of Records**

Arts Abroad  
Commercial Theatre Development Fund  
Cultural Exchange Program  
Cultural Support Programs - Art Service Organizations,  
National Training Schools (applications and related materials)  
Culture/Project Grants  
Grants Programs  
Operating Grants for Museums and Heritage Organizations

### **Personal Information Banks**

#### Archaeological Licences

Location: Cultural Programs Branch. Legal Authority: Ontario Heritage Act, R.S.O. 1990, c.O.18. Information Maintained: Name, address, telephone number, financial arrangements, project description. Uses: Evaluate and assess applications. Users: Branch/Ontario Heritage Foundation

staff and Community Heritage Services Committee. Individuals in Bank: Individuals applying to conduct archaeology in Ontario. Retention and Disposal: Ten years, then transferred to archives.

## **Sport and Recreation and Ministry Regional Services Division**

The Sport and Recreation and Ministry Regional Services Division ensures that appropriate services, programs and facilities for recreation, sports and fitness are accessible to all residents of the province. It supports community leisure service agencies, sport and fitness organizations servicing competitive and recreational athletes, research activities and leadership training. It also monitors recreation policy development and coordinates policy items and issues. In addition, the division is responsible for the operation of historical attractions at Thunder Bay, Midland and Penetanguishene. Old Fort William in Thunder Bay is a reconstruction of the original fur trade establishment that was operated by the North West Company from 1803 to 1821. Huronia Historical Parks in Midland is a reconstruction of the 17th century Jesuit mission to the Huron People. Discovery Harbour in Penetanguishene, a marine heritage site, is the only reconstruction of a 19th century British naval dockyard in North America.

### **General Classes or Types of Records**

Administrative and Financial Records  
Historical Records Including Inventory of Movable Assets  
Planning, Policy and Program Development Records  
Program Management and Delivery Records

### **Manuals**

Employment Equity Manuals  
Human Resources Directives and Guidelines  
Internal Corporate Manual of Administration  
Management Board of Cabinet Directives and Guidelines  
Program Directory Manuals  
Seasonal Employment Reference Manual  
Treasury Board Manual

## **Regional Support Services**

The ministry's Regional Support Services provides development and consulting services to stimulate opportunities for employment and public involvement in the Ontario's culture, tourism and recreation fields. From offices located throughout the province, Regional Support Services staff provide information and consulting services to municipalities, regional community groups or organizations and tourism businesses and attractions.

Regional Support Services delivers the jobsOntario Community Action program to ministry clients. Based on

priorities set by the communities themselves, the program aims for greater community involvement in the planning, design and realization of local economic development initiatives.

Regional Support Services administers the ministry's grants to groups and organizations for community cultural projects, heritage and historical programs, museums, public libraries, community information centres, the Youth Employment Program and the Ontario Arts Council's Community Arts Development Program.

Regional Support Services promotes the tourism industry by offering management and development consulting services to tourist operators and investors, delivering government financial assistance programs, advising and assisting municipalities to develop tourism strategies and programs, administering the Ontario Travel Association Program and issuing licences to tourist accommodation establishments not licensed by the Liquor Licence Board.

Regional Support Services provides professional consulting services to regional and community recreation clients to facilitate their programs and facilities. In addition to delivering the community recreation grant program, the network ensures access to information about ministry recreation, sports and fitness programs, and channels ministry resources to municipalities, community organizations and interest groups in Ontario.

For further information, contact the nearest ministry field office.

#### **Common Records**

- Board of Governors Membership
- Freedom of Information and Protection of Privacy Act Requests
- General Employment History and Payroll Information
- Job Competitions and Applications
- Performance Management
- Professional Development
- Student Applications
- Travel/Expense Accounts
- Workplace Discrimination and Harassment Prevention Program

#### **General Classes or Types of Records**

- Destination East
- Destination North
- Eastern Ontario Federal-Provincial Subsidiary Agreement (eastern region)
- General Grant Programs
- Municipal Grants Under Regulation 797
- Northern Ontario Regional Economic Development
- Northern Ontario Rural Fund (formerly North/Ontario Rural Development Agreement)

Tourist Establishments/General Administration  
(research/studies/statistics)

#### **Manuals**

Consulting Guidelines for Community Recreation  
Grants Administration Procedures

#### **Personal Information Banks**

Tourist Establishments - Source Information (Culture, Tourism and Recreation Operations Division)

Location: Regional Support Services. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4. Information Maintained: Name, address, fee schedule, operating schedule, telephone number, type of establishment. Uses: Update publications; distribute literature and information on government programs. Users: General public using publications or making inquiries to the ministry. Individuals in Bank: Operators of tourist establishments providing information for publication. Retention and Disposal: Two years, then destroyed.

### **Sport and Recreation Policy and Planning Branch**

Sport and Recreation Policy and Planning Branch works with other parts of the Sport and Recreation and Ministry Regional Services Division, the ministry and other ministries in facilitating and furthering the government's economic, social and land use objectives related to sports, fitness and recreation activities.

The branch provides policy advice, undertakes research, and develops policies, strategies and programs in relation to the province's sport and recreation sector with regard to provincially significant sport and recreation issues. The branch is also responsible for federal/provincial liaison, interministerial liaison and program reviews.

#### **General Classes or Types of Records**

- Land Use
- Liaison - Sports, Fitness and Recreation Clients
- Recreation Research
- Sport Research
- Workshops and Conferences

#### **Manuals**

- Employee Equity Manuals
- Internal Corporate Manual of Administration
- Management Board of Cabinet Directives and Guidelines
- Management Board of Cabinet HR Directives and Guidelines
- Program Directory Manuals
- Seasonal Employment Reference Manual
- Treasury Board Manual



## Sport and Recreation Programs Branch

The Sport and Recreation Programs Branch, through development, management and delivery of programs, promotes participation in sports, active living and recreation activities. The Sport Section (416-314-7676) provides consulting services and financial support to provincial sport organizations. It also delivers provincial awards programs that recognize outstanding achievement and volunteer contributions in sport, fitness and recreation. The Provincial Programs Section (416-314-7691) is responsible for athlete development programs and the Ontario Sports and Recreation Centre in order to support the delivery of high-quality services to a broad range of participants. The section manages the development and delivery of the Ontario Games (Summer and Winter), Ontario Games for the Disabled, the Ontario Senior Games and coordinates development of the Ontario Team at the Canada Games. It develops and delivers provincial leadership development programs to increase the skills of coaches and leaders in amateur sport, fitness and in recreation. It also assists organizations and program/facility managers to develop safety and risk management programs, and develops and undertakes other initiatives designed to create a safer environment for participation. Recreation Services Section (416-314-7693) provides consulting services and financial support to provincial recreation and fitness organizations, develops and delivers provincial active living initiatives to encourage greater participation in physical and recreation activities. The Ontario Sports and Recreation Centre (416-426-7000) is a private organization that provides administrative services for provincial sport organizations, the Sport Services Unit and provincial recreation organizations. In addition, the centre delivers some programs on behalf of the ministry. Information on all the above services is also available from this ministry's field offices.

### General Classes or Types of Records

Camping and Outdoor Education  
 Corps d'Elite - Recreation Volunteers  
 Facility Safety - Operation/Maintenance  
 Fitness Services  
 Grants - Sports Organizations, Active Living, and Physical Recreation Agencies  
 Liaison - Sports, Active Living and Recreation Clients  
 Marketing and Promotion Records  
 Recreation Services  
 Specialized Recreation Programs  
 Sports Awards Program -  
     Sports/Corporate/Municipal/Active Living Volunteers  
 Sports, Recreation and Active Living Correspondence  
 Workshops and Conferences

### Manuals

Employment Equity Manuals  
 Financial Assistance Guidelines

Internal Corporate Manual of Administration  
 Management Board of Cabinet Directives and Guidelines  
 Management Board of Cabinet Human Resources Directives and Guidelines  
 Program Directory Manuals  
 Seasonal Employment Reference Manual  
 Sports Awards Criteria  
 Treasury Board Manual

### Personal Information Banks

#### Camping and Outdoor Education Programs

Location: Sport and Recreation Programs Branch. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4. Information Maintained: Name, address, name(s) of sponsor(s), sponsor(s) evaluations. Uses: Document decisions on applications and evaluations of campers and instructors; provide sponsors with evaluations. Users: Division staff, sponsors (evaluations only). Individuals in Bank: Campers, instructors, applicants for and participants in the Ontario Camp Leadership Centre, Bark Lake. Retention and Disposal: Five years, then transferred to archives.

#### Corps d'Elite Ontario Awards - Nominees and Recipients

Location: Sport and Recreation Programs Branch. Legal Authority: Ministry of Tourism and Recreation Act R.S.O. 1990, c.M.35, s.4. Information Maintained: Name, achievements, address, letters of support, record of service. Uses: Determine and identify award recipients. Users: Program staff. Individuals in Bank: Volunteers and professionals in the recreation field. Retention and Disposal: Five years, then transferred to archives.

#### Provincial Programs - Correspondence

Location: Sport and Recreation Programs Branch. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4. Information Maintained: Name, address, competition record, financial or technical assistance required. Uses: Document progress and results, record assistance requests, action taken, and follow-up. Users: Selected division staff. Individuals in Bank: Elite athletes (carded and uncarded), participants in coaching development programs, skills development and fitness leadership programs. Retention and Disposal: Five years, then transferred to archives.

#### The Sports - Correspondence

Location: Sport and Recreation Programs Branch. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4. Information Maintained: Name, address, competition record, corporate affiliation, financial or technical assistance received, volunteer record. Uses: Document progress and results; record assistance requests, action taken, and follow-up. Users: Selected division staff. Individuals in Bank: Recipients and nominees for sports awards, corporate awards, municipal awards, sport and

fitness volunteer awards. Retention and Disposal: Five years, then transferred to archives.

### Public Records

#### Provincial Sport Organizations

Purpose: Provides consulting services and funding for organizational development, technical and operational purposes. Legal Authority: Ministry of Tourism and Recreation Act, R.S.O. 1990, c.M.35, s.4. Information Maintained: Organizational names, organizational funding, organizational staff. Retrievability: Name of organization. Retention and Disposal: Seven years, then transferred to archives. (TR-83-21). Access Procedures: Requests through 701.

### Agencies

#### Advisory Committee On Sport, Fitness and Recreation Safety

The committee advises the Minister on current issues, trends and requirements in the development of safety programs and initiatives.

#### General Classes or Types of Records

General Information on Committee and Members  
Minutes of Meetings  
Travel Claims

#### Personal Information Banks

##### Advisory Committee on Sport Fitness and Recreation Safety - Committee Members

Location: Advisory Committee On Sport, Fitness and Recreation Safety. Legal Authority: Order-in-Council 1146/88. Information Maintained: Names, addresses. Uses: Maintain a record of committee membership. Users: Minister's office staff, Safety Leadership Office staff. Individuals in Bank: Appointed members. Retention and Disposal: Current information retained; outdated information sent to archives.

#### Conservation Review Board

The Conservation Review Board holds hearings, at the request of a municipality, if owners object to municipal designation of property for historical or architectural conservation. The board reports its findings to the municipal council. Hearings are also held for appeals on the Minister's designation of archaeological or historic sites or on the Minister's refusal of archaeological licences.

#### General Classes or Types of Records

Hearings on Objections to Designating of Properties

#### Ontario Advisory Council On Disability Issues

The Ontario Advisory Council on Disability Issues advises the Ontario government on issues concerning people with disabilities.

The 14 members, appointed by Order-in-Council, meet regularly and periodically hold consultations. Council publishes an annual report, as well as reports on major issues such as employment, transportation and independent living.

#### Common Records

CORPAY  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
General Employment History and Payroll Information  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts

#### General Classes or Types of Records

Orders in Council

#### Ontario Advisory Council On Multiculturalism and Citizenship

Members of the Ontario Advisory Council on Multiculturalism and Citizenship are appointed by an Order-in-Council. The council's role is to advise the Government of Ontario on matters pertaining to multiculturalism and citizenship. The council responds to specific government requests for advice on policy formulation and program development and delivery; examines and comments on the effectiveness of policies, programs and service delivery mechanisms; and promotes the concept of multicultural Ontario set out in the government's multicultural policy on equality, access and participation. Recommendations are made to the Ontario government through the Minister.

#### General Classes or Types of Records

Advisory Services/Liaison  
Council Committees and Task Groups  
Policy Reference  
Research/Resources/Projects  
Studies, Reports and Surveys

#### Manuals

Policies and Administrative Procedures Manual for Council Members  
Staff Office Practices and Administrative Procedures Manual



## Personal Information Banks

### Potential and Current Council Member Records

Location: Ontario Advisory Council On Multiculturalism and Citizenship. Legal Authority: Order in Council 2125/84. Information Maintained: Name, address, education, employment experience, telephone number, voluntary support and sensitivity to multicultural needs. Uses: Maintain a record of council membership; identify potential council members; maintain contact with communities. Users: OACMC support staff and Minister's Office. Individuals in Bank: Potential candidates and current appointees. Retention and Disposal: Not determined.

## Ontario Advisory Council On Senior Citizens

The Ontario Advisory Council on Senior Citizens advises the Government of Ontario, through the Minister, on matters of concern to senior citizens in Ontario. Appointed by an Order-in-Council, it consists of 16 members from across the province which meets regularly. Council produces an annual report, as well as position papers and major reports on such issues as palliative care, supportive housing, the rural elderly, transportation and native seniors.

### Common Records

Central Attendance Recording System (CARS)  
Employment Application Inventory  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts

## Ontario Film Development Corporation

The Ontario Film Development Corporation (OFDC) was established in 1986 to encourage and support the province's independent film and television production industry. This is achieved by fostering growth, employment and investment through policies and programs that stimulate film development, production, distribution and marketing. Support is offered in the form of investments, loans and grants. The corporation is also instrumental in attracting international producers to Ontario to use the province's location and production facilities.

The Ontario Film Investment Program (OFIP) provides rebates to private sector investors in certified film and television productions.

### Common Records

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory

### Employment Equity Program

Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Entertainment - Festivals/Galas  
Loan Transactions  
Marketing  
Production and Development Agreements, Applications and Programs

### Personal Information Banks

#### Production and Development Files

Location: Ontario Film Development Corporation. Legal Authority: Ontario Development Corporation Act, O. Reg. 37/86 and O. Reg. 550/86. Information Maintained: Names and addresses of applicant, lawyer and accountant, OFDC project number; names, addresses and number of shares for all shareholders; applicant's corporate financial statements. Uses: Determine eligibility for funding. Users: OFDC personnel. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

## Ontario Heritage Foundation

The Ontario Heritage Foundation (OHF) is dedicated to preserving, protecting and promoting Ontario's heritage for all of us to enjoy now and for others to experience in the future. The foundation manages and, in some cases, restores provincially significant historic buildings and their related artifact and archaeological collections, provides public access and interpretive programs at its properties, and negotiates and monitors conservation easement agreements with owners of both historical buildings and natural heritage sites. The foundation also encourages efforts to document and present Ontario's multi-faceted heritage by producing general and technical publications, offering grants to help individuals and local and community groups with research and publications, and by assisting groups to erect local historical plaques. The Provincial Historical Plaques Program, which commemorates historically significant people, places, events, sites and structures, is administered by the OHF. Through natural heritage programs, the foundation protects significant natural sites and supports private land stewardship, research and public education projects, through partnerships, grant programs and land

acquisition. The foundation also administers the province's Niagara Escarpment Trust Fund, which is largely dedicated to purchasing property to complete a system of over 100 public parks along the escarpment.

### Common Records

Board of Governors Membership  
CORPAY  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation

### General Classes or Types of Records

Archaeological Committee Projects  
Carolinian Canada Land Protection and Stewardship Program  
Elgin/Winter Garden Project  
Historical Committee Projects  
Natural Heritage Committee  
Niagara Escarpment Program  
OHF Owned Properties  
Ontario Heritage Foundation  
Real Property Heritage Easements  
Record of Cultural Properties  
Restoration and Management Records

### Personal Information Banks

#### Donations of Real and Cultural Properties to the Foundation

Location: Ontario Heritage Foundation. Legal Authority: Ontario Heritage Act, R.S.O. 1990, c.O.18. Information Maintained: Name, address, amount or value of donation, description of donation and taxation year, receipt number, telephone number. Uses: Evaluate and assess donations; issue income tax receipts. Users: OHF staff, provincial auditor, OHF Board of Directors, custodial institutions (museums, galleries, etc.). Individuals in Bank: Individuals who have made or offered to make a donation to the foundation. Retention and Disposal: Permanent.

#### Donations to the Elgin and Winter Garden Project

Location: Ontario Heritage Foundation. Legal Authority: Ontario Heritage Act, R.S.O. 1990, c.O.18. Information Maintained: Name, address, amount of donation (if donor), telephone number. Uses: Monitor and track progress for fundraising for the project; publicize the project;

fundraising. Users: OHF staff, provincial auditor.

Individuals in Bank: Individuals who have made or offered to make a donation to the Elgin/Winter Garden Project, individuals requesting information about the project.

Retention and Disposal: Not determined.

#### Donations-in-Kind and Financial Donations in Support of the Restoration of OHF-Owned Properties

Location: Ontario Heritage Foundation. Legal Authority: Ontario Heritage Act, R.S.O. 1990, c.O.18. Information Maintained: Name, address, amount or value of donation, description of donation and taxation year, receipt number, telephone number. Uses: Evaluate and assess donations; issue income tax receipts. Users: OHF staff, provincial auditor, OHF Board of Directors. Individuals in Bank: Individuals who have made or offered to make a donation-in-kind or donation in support of the restoration of OHF-owned properties. Retention and Disposal: Permanent.

#### Easements Agreements Held by the Foundation on Real Property

Location: Ontario Heritage Foundation. Legal Authority: Ontario Heritage Act, R.S.O. 1990, c.O.18. Information Maintained: Name, address, conditions of agreement, insurance, telephone number, value of grant. Uses: Monitor easement properties. Users: OHF/branch staff, provincial auditor, OHF Board of Directors. Individuals in Bank: Individuals who have entered into easement agreements with the foundation. Retention and Disposal: Permanent.

## Ontario Human Rights Commission

The commission administers and enforces the Ontario Human Rights Code which provides for the right to equal treatment in employment, services, goods and facilities, contracts and accommodation without discrimination because of race, ancestry, place of origin, colour, sexual orientation, ethnic origin, citizenship, creed, sex, age, marital status, family status, handicap, record of offences (employment only) and receipt of public assistance (accommodation only). The commission implements a program of investigation and conciliation of complaints and enforcement; public education and consultation with employers, unions, etc., with a view to reducing prejudice and discrimination; and research into patterns of discrimination. There are 15 district offices reporting to head office.

### Common Records

Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Job Competitions and Applications  
Litigation Files



Ombudsman/Human Rights Commission  
 Performance Management  
 Student Applications  
 Workers' Compensation  
 Workplace Discrimination and Harassment Prevention Program

#### Personal Information Banks

Case Files - Public Inquiries and Complaints  
Location: Ontario Human Rights Commission. Legal Authority: Ontario Human Rights Code as amended. Information Maintained: Complainants and respondents' names, address, complaint descriptions, reports, disposition of cases, witnesses' statements, investigation/conciliation. Uses: Investigation/conciliation under the Ontario Human Rights Code. Review of special programs. Users: Commission staff, commissioners and commission counsel when access is necessary for the performance of their functions. Individuals in Bank: Complainants, respondents, witnesses, persons making inquiries. Retention and Disposal: Fifteen years, then transferred to archives.

#### Ontario Science Centre

The Ontario Science Centre offers a large variety of programs designed to stimulate and inform the general public about science and technology and has pioneered a "hands-on" approach to learning. The centre performs a valuable educational service for Ontario and is host to thousands of students each year. In addition to its innovative exhibitions, the Ontario Science Centre provides a wide range of educational programs for all ages. The Science Centre has an extensive outreach program with special travelling exhibitions, such as the "Science Circus", and the "Seeing Brain" which have been viewed throughout Ontario as well as across Canada. The centre is open daily.

#### Common Records

Board of Governors Membership  
 CORPAY  
 Career Planning/Training  
 Central Attendance Recording System (CARS)  
 Employment Application Inventory  
 Employment Equity Program  
 Freedom of Information and Protection of Privacy Act Requests  
 General Employment History and Payroll Information  
 Grievances and Applications  
 Identity/Employee Card  
 Job Competitions and Applications  
 Performance Management  
 Professional Development  
 Travel/Expense Accounts  
 Workers' Compensation

#### General Classes or Types of Records

Copyrights  
 Exhibit Research and Development  
 Revenue Tour Booking and Facility Rental  
 School Tour Bookings  
 Trademarks

#### Personal Information Banks

##### Donor Records

Location: Ontario Science Centre. Legal Authority: Centennial Centre of Science and Technology Act, R.S.O. 1990, c.C.5. Information Maintained: Name, records relating to gifts of cash or items given to the Science Centre. Uses: Identify donor and gift. Users: Board of trustees, director general, controller and revenue development officer. Individuals in Bank: Individuals who have made donations to the centre. Retention and Disposal: Five years, then transferred to archives.

# COLLÈGE BORÉAL

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## Head

Chair  
Collège Boréal  
21 Lasalle Boulevard  
Sudbury Ontario  
P3A 6B1  
(705) 675-6673

## Access

Executive Director, Human Resources  
Freedom of Information and Privacy  
Collège Boréal  
21 Lasalle Boulevard  
Sudbury Ontario  
P3A 6B1  
(705) 675-6673

A public reading room for the review of manuals and other information is open during office hours in the Lasalle Pavilion.

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Collège Boréal, which opened officially in September 1995, was created to meet the educational and training needs of Northern Ontario's Franco-Ontarian population. It offers a variety of diploma and certificate programs as well as vocational training, continuing education and customized training programs and courses.

In addition to its main campus in Sudbury, the college has six other campuses in Elliot Lake, Hearst, Kapuskasing, New Liskeard, Sturgeon Falls and Timmins.

Collège Boréal is administered by a president and comprises seven divisions: Access and Development, Administration and Finance, Communications, Academic, Human Resources, Student Services and Community Services.

## Academic Division

The Academic Division is responsible for the planning and management of instruction for all full-time study programs. The programs offer a combination of core courses in five program areas: Health Sciences; Environmental Science, Technology and Trade; Business, Office Administration; and Adult Education and Instructional Support.

### Common Records

Dental Clinic Patients  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

## Access and Development

The Access and Development Division is responsible for vocational training programs and services, customized training, continuing education, apprenticeship programs, international development and federally and provincially sponsored programs.

The division is responsible for delivering the following programs: FUTURES, Ontario Skills Development Office, jobsOntario Training Fund, Access to Apprenticeship Training Projects and Ontario Basic Skills in the Workplace.

### Common Records

FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees

### General Classes or Types of Records

Community and International Information (sponsoring individuals and organizations)  
Contracts and Letters of Agreement  
Employer Records  
Program Trainees

## Administration and Finance

The Administration and Finance Division is responsible for managing the financial affairs of the college and it provides accounting, purchasing and auditing services. The division oversees all computer and physical resource services as well as the construction project on the main campus.

### Common Records

Parking Records  
Travel/Expense Accounts

### General Classes or Types of Records

Occupational Health and Safety

## Board of Governors

Collège Boréal's Board of Governors has 17 members representing the entire territory served by the college. The Board of Governors is responsible for establishing the college's mandate, vision, values, beliefs and policies. It has two standing committees: the Administration and Finance Committee and the Programs and Services Committee.

### Common Records

Board of Governors Membership

### General Classes or Types of Records

By-laws  
College Archives  
Minutes



## Communications

The Communications Division is responsible for internal and outgoing communications, public relations, support services for research, writing and editing and administrative support services for the President and the Board of Governors.

### General Classes or Types of Records

Official Ceremonies

## Community Services

The Community Services Division is responsible for managing the regional campuses, establishing links with communities served by the college and developing education programs for them.

### General Classes or Types of Records

Committee Memberships

Community Organizations

Minutes of the Regional Advisory Committee

## Human Resources

The Human Resources Division is responsible for planning human resources, professional development, labour relations, benefits and the delivery of a variety of user services.

### Common Records

Employee Personnel, Payroll and Benefits Records

Freedom of Information and Protection of Privacy Act  
Requests

Job Competitions and Applications

Ombudsman/Human Rights Commission

Professional Development

Teacher Workload Records (Standard Workload Form)

Workers' Compensation

## President's Office

Appointed by the Board of Governors, the President is responsible for managing the college's operations. The President's management team consists of seven positions that report to him: Dean, Access and Development; Vice President, Director of Communications and Secretary of the Board of Governors; Executive Director, Administration and Finance; Executive Director, Academic; Executive Director, Human Resources; Dean, Student Services; Executive Director, Community Services.

## Student Services

The Student Services Division is responsible for the Registrar's Office, the Marketing Department and the following services: counselling, special needs, health, placement, student affairs, day care and resource centres.

### Common Records

Co-op, Work Term, Final Job Placements

Day Care Registrants

Graduate and Alumni Records

Library Users Lists

Medical Information (Personnel)

Ontario Student Assistance Program

Student Appeals (disciplinary, administrative, academic)

Student Applications

Student Athletics and Fitness Programs

Student Registration and Academic History

# COMMUNITY AND SOCIAL SERVICES

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## Head

Minister of Community and Social Services  
6th Floor, Hepburn Block  
80 Grosvenor Street  
Toronto, Ontario  
M7A 1E9  
(416) 325-5225

## Access

Administrator  
Huron Regional Centre  
P.O. Box 1000  
Orillia, Ontario  
L3V 6L2  
(705) 326-7361



Administrator  
Midwestern Regional Centre  
P.O. Box 400  
Palmerston, Ontario  
N0G 2P0  
(519) 343-2015

Administrator  
Prince Edward Heights  
P.O. Box 440  
Picton, Ontario  
K0K 2T0  
(613) 476-2104

Administrator  
Thistletown Regional Centre  
51 Panorama Court  
Etobicoke, Ontario  
M9V 4L8  
(416) 326-0600

Administrator  
Syl Apps Campus  
P.O. Box 356, 475 Iroquois Shore Road  
Oakville, Ontario  
L6J 5E8  
(905) 844-4110

Administrator  
Rexdale Campus  
51 Panorama Court  
Etobicoke, Ontario  
M9V 4L8  
(416) 326-0600

Administrator  
Project DARE  
P.O. Box 2000  
South River, Ontario  
P0A 1X0  
(705) 386-2376

(including Toronto Juvenile Observation and Detention Home)

Administrator  
Southwestern Regional Centre  
R.R. # 1  
Blenheim, Ontario  
N0P 1A0  
(519) 676-5431

Administrator  
D'Arcy Place  
P.O. Box 2001, 700 D'Arcy Street  
Cobourg, Ontario  
K9A 4L5  
(905) 372-3341

Administrator  
Adult Occupational Centre - Edgar  
P.O. Box 12000  
Barrie, Ontario  
L4M 4W3  
(705) 728-6910

Administrator  
CPRI  
600 Sanitorium Road  
London, Ontario  
N6H 3W7  
(519) 471-2540

Administrator  
Oxford Regional Centre  
P.O. Box 310  
Highway #59 North  
Woodstock, Ontario  
N4S 7X9  
(519) 539-1251

Administrator  
Northwestern Regional Centre  
P.O. Box 3270  
580 North Algoma Street  
Thunder Bay, Ontario  
P7B 5J8  
(807) 343-4321



Administrator  
Rideau Regional Centre  
P.O. Box 2000  
Smiths Falls, Ontario  
K7A 4T7  
(613) 284-0123

Area Manager  
Windsor Area Office  
1st Floor, Ontario Government Building  
250 Windsor Avenue  
Windsor, Ontario  
N9A 6V9  
(519) 254-1651

Area Manager  
Waterloo Area Office  
5th Floor, Waterloo Square  
75 King Street South  
Waterloo, Ontario  
N2J 1P2  
(519) 886-4700

Area Manager  
Toronto Area Office  
9th Floor, 2195 Yonge Street  
Toronto, Ontario  
M7A 1G1  
(416) 325-0500

(including Toronto Juvenile Observation and Detention Home)

Area Manager  
Ottawa Area Office  
7th Floor, 10 Rideau Street  
Ottawa, Ontario  
K1N 9J1  
(613) 234-1188

(including Ottawa Juvenile Observation and Detention Home)

Area Manager  
Peterborough Area Office  
60 Hunter Street East  
Peterborough, Ontario  
K9H 1G5  
(705) 743-1624

Area Manager  
Sudbury Area Office  
3rd Floor, 10 Elm Street  
Sudbury, Ontario  
P3C 5N3

(705) 675-4250  
(including Sault Ste. Marie Juvenile Observation and Detention Home)

Area Manager  
Thunder Bay Area Office  
3rd Floor, 710 Victoria Avenue  
Thunder Bay, Ontario  
P7C 5P7  
(807) 622-2272

Area Manager  
North Bay Area Office  
Suite 406, 222 McIntyre Street West  
North Bay, Ontario  
P1B 2Y8  
(705) 474-4452

Area Manager  
Barrie Area Office  
34 Simcoe Street  
Barrie, Ontario  
L4N 6T4  
(705) 737-1311

Area Manager  
Hamilton Area Office  
P.O. Box 2112  
7th Floor, 119 King Street West  
Hamilton, Ontario  
L8N 3Z9  
(905) 521-7844

(including Arrell Youth Centre)

Area Manager  
Kingston Area Office  
Suite 103, 1055 Princess Street  
Kingston, Ontario  
K7L 5T3  
(613) 545-0539

Area Manager  
Mississauga Area Office  
Suite 212, 1140 Burnhamthorpe Road West  
Mississauga, Ontario  
L5C 4E9  
(905) 897-3100

Area Manager  
London Area Office  
6th Floor, 495 Richmond Street  
London, Ontario  
N6A 5A9  
(519) 438-5511



(including London Juvenile Observation and Detention Home)

Branch Director  
Communications and Marketing Branch  
7th Floor, Hepburn Block  
80 Grosvenor Street  
Toronto, Ontario  
M7A 1E9  
(416) 325-5151



Branch Director  
Management Support Branch  
7th Floor, Hepburn Block  
80 Grosvenor Street  
Toronto, Ontario  
M7A 1E9  
(416) 325-5444



Branch Director  
Children's Services Branch  
3rd Floor, Hepburn Block  
80 Grosvenor Street  
Toronto, Ontario  
M7A 1E9  
(416) 325-5315



Branch Director  
Community Services Branch  
4th Floor, Hepburn Block  
80 Grosvenor Street  
Toronto, Ontario  
M7A 1E9  
(416) 327-4950



Branch Director  
Financial and Administrative Services Branch  
6th Floor, 880 Bay Street  
Toronto, Ontario  
M7A 2B6  
(416) 326-8000



Branch Director  
Human Resources Branch  
23rd Floor, 2 Bloor Street West  
Toronto, Ontario  
M7A 1E9  
(416) 327-4755



Branch Director  
Child Care Branch  
30th Floor, 2 Bloor Street West  
Toronto, Ontario  
M7A 1E9  
(416) 327-4865



Branch Director  
Information Systems Branch  
12th Floor, 5140 Yonge Street  
North York, Ontario  
M2N 6L7  
(416) 730-6600



Branch Director  
Comprehensive Audit and Review Branch  
3rd Floor, 2195 Yonge Street  
Toronto, Ontario  
M4S 2B1  
(416) 314-6920



Chair  
Social Assistance Review Board  
7th Floor, 1075 Bay Street  
Toronto, Ontario  
M5S 2B1  
(416) 326-5104



Chair  
Soldiers' Aid Commission  
24th Floor, 2 Bloor Street West  
Toronto, Ontario  
M7A 1E9  
(416) 327-4674



Chair  
Custody Review Board  
24th Floor, 2 Bloor Street West  
Toronto, Ontario  
M7A 1E9  
(416) 327-4670



Chair  
Child and Family Services Review Board  
24th Floor, 2 Bloor Street West  
Toronto, Ontario  
M7A 1E9  
(416) 327-4670



Freedom of Information and Privacy Coordinator  
Information System Branch  
12th Floor, 5140 Yonge Street  
North York, Ontario  
M2N 6L7  
Fax: (416) 730-6628  
(416) 730-6487

A public reading room for review of the manuals and other information is open during regular office hours on the 5th floor at 880 Bay Street, Toronto.



The Ministry of Community and Social Services, established in 1930 as the Department of Public Welfare, was formed as a result of the Ross Commission on Public Welfare. The Old Age Pensions, Mother's Allowance and Children's Aid branches, previously administered by the Provincial Secretary and the Unemployment Relief Branch from the Department of Labour, were amalgamated under the new department. In 1967, the name was changed to the Department of Social and Family Services and, in 1972, it became the Ministry of Community and Social Services.

In 1974, the ministry acquired the Mental Retardation Program under the Developmental Services Act from the Ministry of Health. The children's services programs were transferred from the Ministries of Health, Correctional Services and the Attorney General in 1977.

Today, the ministry is responsible for General Welfare Assistance and Family Benefits programs; services for children, including administration of the Young Offenders Act for children under 17 years of age; supports for people with developmental and physical disabilities; adoption services; and child care. These services are provided by directly operated ministry programs and through a system of independent transfer payment agencies. Administration of ministry-funded and direct-delivery programs across the province is decentralized to area offices and facilities.

The ministry is organized into four divisions, each headed by an Assistant Deputy Minister reporting directly to the Deputy Minister. In addition, Communications and Marketing, Legal Services and French Language Services each report to the Deputy Minister.

#### **Common Records**

CORPAY

Career Planning/Training

Freedom of Information and Protection of Privacy Act

Requests

Ontario Student Assistance Program

### **Deputy Minister's Office**

#### **Communications and Marketing Branch**

The Communications and Marketing Branch establishes communications and marketing policy for the ministry, consults with staff and prepares communications and marketing strategies in partnership with corporate offices and divisions. The branch also provides communications support to the Offices of the Minister and Deputy Minister.

Responsibilities include liaison with the media; answering public inquiries; coordinating and providing creative

services such as artwork and design; producing and distributing publications, news releases and audio-visual materials; preparing speeches for senior executives and directing advertising campaigns, public relations assistance and consultation. The branch also provides a media-monitoring service, a House briefing and monitoring service and administrative assistance in the area of social invitations.

#### **Briefings and Issues Unit**

The Briefings and Issues Unit is responsible for supporting the ministry's issues management process and preparing and delivering briefings for the Minister.

#### **Community Relations Unit**

The Community Relations Unit is responsible for coordinating and providing creative services, such as artwork and design, and producing and distributing publications and audio-visual materials. It also provides supporting services for visiting delegations and organizes public displays.

#### **Core Services Unit**

The Core Services Unit provides administrative and technological support throughout the branch.

#### **Corporate Communications Unit**

The Corporate Communications Unit provides support throughout the ministry in communications planning and research, and French language communications.

#### **Correspondence Unit**

The Correspondence Unit is responsible for providing assistance in the preparation of the Minister's and Deputy Minister's correspondence. It also acts as a conduit for corporate and field offices in their handling of inquiries, briefing notes, housebook notes and contentious issue reports.

#### **Media and Editorial Services Unit**

The Media and Editorial Services Unit is responsible for providing support throughout the ministry regarding media relations and editorial services.

#### **Legal Services Branch**

The Legal Services Branch provides legal services to the ministry, including preparation of contracts, provision of legal opinions, appearances at tribunals and court hearings, and the preparation and interpretation of statutes, regulations and other legal documents. The branch is seconded to the

Ministry of Community and Social Services by the Ministry of the Attorney General.

### **General Classes or Types of Records**

Federal-Provincial Cost-Sharing Agreements

Litigation Files

Ministerial Approval of Corporations and Institutions

Ministry Program Agreements

### **Office of the Coordinator of French Language Services**

The Office of the Coordinator of French Language Services advises the Deputy Minister and senior management on the provision of French language services within the framework of ministry programs and activities, and monitors the effective delivery of services in French. Policy proposals and implementation plans are formulated to meet ministry obligations under the French Language Services Act.

The office also assists divisions and branches with implementation of the Act, liaises with francophone associations in regards to the needs and concerns of the Franco-Ontarian community, disseminates information on the availability of ministry services in French, coordinates translation of major documents as required and assists in standardization of bilingual ministry terminology.

### **General Classes or Types of Records**

French Language Services

### **Children, Family and Community Services Division**

The Children, Family and Community Services Division is responsible for the development and design of policies on child care, children's services and community services.

The division includes the Child Care Branch, Children's Services Branch and Community Services Unit.

### **General Classes or Types of Records**

Child Care Direct Operating Grants Data

Children in Adult Psychiatric Facilities - Statistics

Day Nurseries Information System

### **Manuals**

Foster Care Licensing

### **Child Care Branch**

The Child Care Branch is responsible for policy development and program design to facilitate child care service delivery at the area office level. Area offices allocate

funding as well as monitor and license centre-based and home child care programs under the Day Nurseries Act.

Licensed centre-based care or "group care" is provided in a variety of settings (schools, churches, public buildings, etc). Licensed home child care agencies recruit and train home child care providers who provide care in their homes and monitor child care arrangements. Licensed home child care programs are offered by non-profit community boards of directors, for-profit operators, municipalities and colleges.

The ministry provides child care fee subsidies to families in financial need; wage subsidy funding to improve staff salaries and provider payments; and funding for child care resource centres.

Fee subsidies are cost-shared on an 80:20 basis between the province and municipalities/approved corporations/Indian bands. Municipalities may also operate their own licensed programs, purchase service (spaces) for subsidy clients and provide day-to-day management of the fee subsidy system.

Where municipalities do not offer fee subsidies, approved corporations (non-profit organizations that received funding directly from the province to provide subsidies) cost-share fee subsidies, with their 20% share raised from parent fees and/or fundraising.

### **Children's Services Branch**

The Children's Services Branch develops policies and programs for services under the Child and Family Services Act, 1984, including services for native people; licensing of children's residential care facilities; confidentiality of and access to records; use of extraordinary measures; young offender services; child welfare services; and treatment, intervention and primary abuse prevention services.

Child Welfare Services are provided through Children's Aid Societies (CASs). Services include support, counselling and supervision of children and families in their homes, and placement and care of children in foster and adoption homes or in children's residences, by agreement with the family or by court order.

Child Treatment Services, by or under the supervision of psychiatrists for severely disturbed children, may be provided through ministry-operated facilities or approved agencies in residential or non-residential programs, and usually in association with other helping professionals.

Child and Family Intervention Services, provided through approved agencies, for children with social, emotional or behavioural problems and their families, include assessment and counselling and life skills training and may be residential or non-residential.



Young Offenders Services are provided through approved agencies, contractual arrangements with service providers and ministry-operated facilities for children 12-15 years of age who are in conflict with the law and subject to the Young Offenders Act or the Provincial Offences Act. Services include detention, pre-disposition reports, community service programs, probation supervision and open and secure custody.

A Community Support Service is a support or prevention service that is aimed at facilitation/improvement of social support for populations at risk and designed to reduce the likelihood of need for ongoing or more intensive services. Community Support Services also include review and advisory bodies, and consist of activities such as prevention, professional consultation and research.

## Community Services Unit

The Community Services Unit is responsible for policy development, program design and implementation planning of community-based services for adults and families. It liaises with other branches, divisions, ministries, governments, community services and supports program delivery through policy clarification.

Areas of policy/program responsibility include:

**Violence Against Women Program:** services/supports women who are victims of violence and their families. These include shelters, crisis telephone lines, emergency transportation and community-based counselling.

**Hostels:** room and board on an emergency, domiciliary or transitory basis for people or families in need. Funds are available through General Welfare Assistance (GWA).

**Supportive Housing:** permanent living arrangements provided by Ministry of Community and Social Services for people with special needs who would otherwise be unable to live independently in non-profit social housing.

**Interpreter/Intervenor Services:** sign language to translate spoken words for those who cannot hear and manual transcription of information for individuals who can neither see nor hear.

**Aboriginal Services:** policy leads for the implementation of Ontario Aboriginal Healing and Wellness Strategy and leading the ministry's role in implementing the Aboriginal Policy Framework.

## General Classes or Types of Records

Group Homes Registry

## Personal Information Banks

### Wage Policy Pilot Project

**Location:** Community Services Unit. **Legal Authority:** Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. **Information Maintained:** Client's date of birth and gender, client's name and address, hourly and monthly earnings, income source including gross and net pay, minimum wage equivalent, social assistance payments and supplementary payments, type of activity and hours in each activity. **Uses:** Record eligibility; determine rate of social assistance payments and/or supplementary payments; analyze financial impact of policy. **Users:** Area Office Income Maintenance staff, wage policy coordinators and clerks, area managers, district service managers, Community Services Branch staff, Social Assistance Programs Branch staff, Financial and Capital Planning Branch staff and designated service providers. **Individuals in Bank:** Disabled persons participating in Wage Policy Pilot Projects. **Retention and Disposal:** Under review.

## Corporate Services Division

The Corporate Services Division is responsible for providing policy direction and support to the ministry in the areas of administrative services, comprehensive audit and review, corporate policy and intergovernmental affairs, federal/provincial cost-sharing, financial planning and analysis, forms and records management, freedom of information and protection of privacy, "greening" initiatives, human resources and information systems.

The division is comprised of six branches: Comprehensive Audit and Review, Financial and Administrative Services, Financial and Capital Planning, Human Resources (including the broader public sector), Information Systems and Corporate Policy and Intergovernmental Affairs.

## General Classes or Types of Records

Adoption/Crown Wards System (ACWS)

Agency Correspondence

Capital Commitments and Projection Information System

Capital Grants (construction/acquisition/renovation of facilities)

Cheque Replacement Monitoring System

Children in Adult Psychiatric Facilities - Statistics

Children's Aid Societies (CASs) - Quarterly Reports

Comprehensive Audits

Credit Counselling Services - Statistics

Day Nurseries Information System (DNIS)

Developmentally Disabled - Database System for Programs

Developmentally Disabled - Work Activity System

Employment Opportunities Program - Expenditure

Monitoring of Agencies

Family Violence Prevention - Budgets and Expenditures  
Federal/Provincial Cost-Sharing  
Freedom of Information and Protection of Privacy Requests  
Group Homes Registry  
Homes for the Aged - Annual Statistical Reports  
Private Home Day Care - Statistics  
Service Provider Inventory System (SPI)  
Youth Employment Program - Administration

### Manuals

Adoption  
Billcap Policy and Procedures  
Capital Projects  
Case Information Disclosure  
Children in Care of Children's Aid Societies (CASS) and Probation Services  
Children's Residence Licensing  
Claims Examination Procedures - Family Benefits (FBA)  
Comprehensive Income Maintenance System (CIMS) - Caseworker Volumes 1 2 and 3  
Day Nurseries - (French version also maintain)  
EMMA - Electronic Manuals-Ministry Administration  
Eligibility Review - Family Benefits (FBA)  
Family Benefits (FBA) - Policy and Procedural Guidelines  
Family Services  
First Nations Social Assistance  
Foster Care Licensing  
Freedom of Information and Protection of Privacy - MBS and MCSS  
General Welfare Assistance (GWA) - Legal Aid Test  
General Welfare Assistance (GWA) - Policy Guidelines  
Human Resources Guide - (Electronic - on EMMA)  
Integrated Records - Family Benefits (FBA)  
Legal Aid Assessment  
Legislation - Adults, Children, Income Maintenance (MCSS legislation - on EMMA)  
Ministry Administration Manual - (Electronic - on EMMA)  
Parental Support Workers (PSWs) - Operating Guidelines  
Private Home Daycare - (French version also maintained)  
Purchase of Counselling Services  
Residential Services - Senior Citizens  
Special Needs and Services  
Special Services at Home  
Standards for Food Services  
Support Services for the Physically Disabled  
Vocational Rehabilitation Services (VRS) - Volumes 1 and 2  
Young Offenders Services - (French version also maintained)

### Comprehensive Audit and Investigations Branch

The Comprehensive Audit and Investigations Branch is responsible for examining programs and services that are directly operated by the ministry or funded through transfer payments. It provides independent findings and advice on the quality of the controllership function within the ministry,

and compliance with ministry and provincial government directions.

The branch determines whether ministry funds and assets are being adequately safeguarded, and provides management with relevant information. The branch ascertains whether legislative, central agency and ministry directions are followed with due regard for economy and efficiency of operations, and examines the appropriateness of evaluation procedures.

The branch determines if information systems are developed, implemented and maintained according to ministry and provincial government standards, and is responsible for the audit of cost-sharing claims with the federal government.

The branch is also responsible for conducting independent investigations within ministry facilities, area offices and corporate offices.

### General Classes or Types of Records

Comprehensive Audits

### Personal Information Banks

#### Investigation Files

Location: Comprehensive Audit and Investigations Branch.

Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information

Maintained: Name, address, date of birth, education, statement taken. Uses: Provide evidence/information for disciplinary action, inquests, court proceedings and civil litigation. Users: Investigations Unit staff, senior ministry officials, Legal Services staff. Individuals in Bank: Employees and ministry clients. Retention and Disposal: Under review.

### Corporate Policy and Intergovernmental Affairs Branch

The Corporate Policy and Intergovernmental Affairs Branch provides strategic leadership to the ministry's estimates process, and policy advice on human resources issues in transfer payment agencies. It provides the ministry with the capacity for long-term planning and is responsible for developing strategic policy frameworks to address issues affecting the social services sector. It also develops policies and responds to federal/provincial and provincial/municipal issues.

### General Classes or Types of Records

Capital Grants (construction, acquisition & renovation)  
Child Care Direct Operating Grants Data  
Developmentally Disabled - Database System for Programs  
Family Violence Prevention - Budgets & Expenditures  
Research Projects



Research and Program Evaluation Studies - Annual Inventory

## Corporate Policy Unit

The Corporate Policy Unit develops broad, ministry-strategic directions in the context of the provincial government agenda. Corporate policy develops policies that cut across ministry programs and systems.

## Estimates Planning Secretariat

The Estimates Planning Secretariat provides leadership to the ministry's estimates planning process. It provides overall direction to, and works with, other ministry divisions and branches to develop the ministry's annual estimates plan.

## Intergovernmental Affairs Unit

The Intergovernmental Affairs Unit develops policies and responds to both federal/provincial and provincial/municipal issues.

## Financial and Administrative Services Branch

The Financial and Administrative Services Branch provides a broad range of financial, treasury and management services including better business practices. The branch is responsible for the processing of all financial transactions, including the administration of federal/provincial cost-sharing programs, financial administration policy, banking, expenditure payments, revenue, electronic funds transfers, financial reporting, ministry financial systems, general services, asset and fleet management and purchasing.

### Manuals

EMMA - Electronic Manual-Ministry Administration

### Personal Information Banks

#### Family Benefits (FBA) - Pay Lists

Location: Financial and Administrative Services Branch.

Legal Authority: Family Benefits Act, R.S.O. 1990, c.F.2, s.9 and s.11; General Welfare Assistance Act, R.S.O. 1990, c.G.6, s.4 and s.9. Information Maintained: Name and number of beneficiaries, OHIP coverage, address, amount of cheque and cheque number, amount of rent subsidies, case classification. Uses: Maintain FBA payment records, federal audits. Users: Financial and Administrative Services Branch staff. Individuals in Bank: Recipients of Family Benefits (FBA). Retention and Disposal: Up to seven years, then destroyed, subject to federal audit.

## Accounts Payable and Financial Information Services (FIS) Unit

The Accounts Payable and Financial Information Services Unit authorizes, records and processes all financial transactions through the ministry's Financial Information Services system by vendor, by type and by code, ensuring that the data processed is in accordance with agreements, contracts, etc.

## Better Business Practices Unit

The Better Business Practices Unit is responsible for leading and promoting the development and implementation of better business practices, continuous improvement and progressive customer services throughout the ministry.

## Corporate Procurement Unit

The Corporate Procurement Unit provides purchasing and supply services to corporate head office and advisory and consultative services to field offices with the delegated authority to purchase.

## Electronic Funds Transfer (EFT) Unit

The Electronic Funds Transfer (EFT) Unit is responsible for providing support and liaison to area and local offices regarding the processing of monthly payments to Family Benefits (FBA) recipients, who receive their entitlement through the EFT process, directly into their bank accounts.

## Federal/Provincial Cost-Sharing Unit

The Federal/Provincial Cost-Sharing Unit is responsible for the administration of the Canada Assistance Plan (CAP), Young Offenders Act (YOA), Vocational Rehabilitation of Disabled Persons (VRDP) and Welfare Programs for Natives (IWS) cost-sharing agreements and claims administration.

## Financial Automation Unit

The Financial Automation Unit is responsible for providing operational support to users of financial information systems (FIS). Support includes adhoc report requests, help desk, FIS training, branch automation support and administrative services.

## Financial and Policy Support Unit

The Financial and Policy Support Unit is responsible for providing policy advice and support in the financial management and general administration of the ministry.

### **General Services Unit**

The General Services Unit provides mail, messenger and duplicating services. It is also responsible for Ministry of Community and Social Services (MCSS) boardroom bookings for the common boardrooms in the Hepburn Block, audio-visual equipment bookings and MCSS vehicle bookings.

### **Inventory/Fleet Coordination Unit**

The Inventory/Fleet Coordination Unit is responsible for asset and fleet management for the ministry.

### **Revenue Unit**

The Revenue Unit is responsible for processing expenditure refunds (FBA/ORFUS overpayment repayments, UIC, shared computer costs, miscellaneous reimbursements) and revenue deposits (licence fees, CPP/OAS assignments, billcap, direct deposits regarding cost-sharing agreements); reconciling local office FBA/ORFUS deposits with Central Accounts and the major banks; maintaining records of all deposits in the Revenue Accounts Receivable Enhancement System (RARES).

### **Financial and Capital Planning Branch**

The Financial and Capital Planning Branch is responsible for analysing and evaluating the financial and resource implications of ministry programs, coordinating estimates preparation and multi-year financial planning, providing financial management services to ministry branches, coordinating financial planning for the ministry and liaising with Treasury Board.

#### **Manuals**

Financial Administration

### **Capital Projects Unit**

The Capital Projects Unit is responsible for the capital planning process for the ministry.

### **Estimates and Allocations Unit**

The Estimates and Allocations Unit is responsible for coordinating estimates preparation and multi-year financial planning and coordinating financial planning for the ministry.

### **Financial Reporting Unit**

The Financial Reporting Unit is responsible for providing financial management services to ministry branches.

### **Program Support and Analysis Unit**

The Program Support and Analysis Unit is responsible for analysing and evaluating the financial and resource implications of ministry programs.

### **Human Resources Branch**

The Human Resources Branch provides services to ministry staff regarding classification, compensation and staffing policies; investigation of employee grievances; occupational health and safety; human resources planning; performance management; equal opportunity, training and development.

#### **Common Records**

CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Co-op, Work Term, Final Job Placements

Day Care Registrants

Employment Equity Program

Freedom of Information and Protection of Privacy Act Requests

General Employment History and Payroll Information

Grievances and Applications

Health and Medical Records

Job Competitions and Applications

Ombudsman/Human Rights Commission

Parking Records

Performance Management

Travel/Expense Accounts

Workers' Compensation

#### **Manuals**

Human Resources Guide

### **Employee Relations and Compensation Unit**

The Employee Relations and Compensation Unit works within the areas of employee relations, pay, benefits, classification and pensions. It also provides policy and operational advice on labour management issues in the broader public sector.

#### **Common Records**

Employment Application Inventory

Employment Equity Program

### **Human Resources Services Unit**

The Human Resources Services Unit provides operational human resources services to line management including: staffing, classification, employee benefits and coordination of training programs for head office branches; the redeployment program; human resources field coordination; CORPAY support and human resources services for the senior management group.



## Planning and Development Unit

The Planning and Development Unit works within the areas of planning and policy, human resources information and systems, organizational development, training, development and consultation, reference and research systems, collection, development and circulation of resources and staffing services.

## Workplace Accommodation and Safety Services Unit

The Workplace Accommodation and Safety Services Unit provides advice, direction and technical expertise on: health, safety and appropriate work environments for all staff; occupational illnesses and injuries. The unit is responsible for Employment Accommodation Services for Employees with Disabilities (EASED), facilities management, facilities management/special projects and occupational health and safety.

## Information Systems Branch

The Information Systems Branch is responsible for putting modern, integrated and effective technology in place across the ministry by developing ministry-wide systems and databases, and implementing office automation, computing power and networks appropriate to the ministry's structure.

### General Classes or Types of Records

Adoption/Crown Wards System (ACWS)  
Capital Commitments and Projection Information System  
Children's Aid Societies (CASS) - Quarterly Reports  
Community Indicators System  
Day Nurseries Information System  
Developmentally Disabled - Work Activity System  
Freedom of Information and Protection of Privacy Requests  
Homes for the Aged - Annual Statistical Reports  
Management Services & Resources System  
Private Home Day Care - Statistics  
Service Provider Inventory System (SPI)  
Young Offenders Strategic Information System (YOSIS)

### Personal Information Banks

Canada Assistance Plan (CAP) - Billing (BILLCAP)  
Location: Information Systems Branch. Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11; Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Number of Days of Care in Schedule I and II Facilities. Uses: Bill Canada Assistance Plan (CAP) on behalf of developmentally disabled residents. Users: Developmental Services Branch staff. Individuals in Bank: Residents of Facilities for the Developmentally Handicapped. Retention and Disposal: Various - up to 6 years, then destroyed.

### Comprehensive Income Maintenance System (CIMS)

Location: Information Systems Branch. Legal Authority: Family Benefits Act, R.S.O. 1990, c.F.2, s.9 and s.11; General Welfare Assistance Act, R.S.O. 1990, c.G.6, s.4 and s.9. Information Maintained: Name of applicant and dependants, accommodation costs, address and telephone number, child care costs, income details, overpayment information, pay directs/alternate payees, payment history, social insurance and health card numbers, special items. Uses: Record eligibility; determine rate of social assistance payments; administer income maintenance programs and program evaluation. Users: Income Maintenance staff in municipalities and the ministry. Individuals in Bank: Applicants and recipients of Family Benefits Assistance (FBA), Vocational Rehabilitation Services (VRS), Work Incentive Programs (WIN), General Welfare Assistance (GWA), Special Assistance, Supplementary Aid. Retention and Disposal: Various - up to 7 years, then destroyed.

### MCSS Identifier Control System (MICS)

Location: Information Systems Branch. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c. H.11. Information Maintained: Employee name, employee SIN, employee data. Uses: To maintain identifiers for vendors, service providers and employees across ministry databases. Users: Employees in the Financial and Administrative Services Branch and; MICS Systems Officers in the field. Individuals in Bank: Employees who have submitted expense claims for conducting ministry business. Retention and Disposal: Three years after leaving the ministry.

### Municipal Assistance Information Network (MAIN)

Location: Information Systems Branch. Legal Authority: General Welfare Assistance Act, R.S.O. 1990, c.G.6, s.4 and s.9. Information Maintained: Name of applicant and dependants, accommodation costs, address and telephone number, child care costs, income details, overpayment information, pay directs, payment history, social insurance and health card numbers, special items. Uses: Record eligibility; determine rate of social assistance payments; administer income maintenance programs; program evaluation. Users: Income Maintenance staff in the Municipality of Metropolitan Toronto Community Services Department. Individuals in Bank: Applicants and Recipients of General Welfare Assistance (GWA), Special Assistance and Supplementary Aid. Retention and Disposal: Various - up to 7 years, then destroyed.

### Opportunity Planning Project Information System (OPPIS)

Location: Information Systems Branch. Legal Authority: Family Benefits Act, R.S.O. 1990, c.F.2, s.9 and s.11; General Welfare Assistance Act, R.S.O. 1990, c.G.6, s.4 and s.9. Information Maintained: Activity plan, address, birthdate, client name, education, employment assessment information, employment history, gender, income source,

language, marital status, social assistance case identification identifier, social assistance history, spouse and dependant information, staff home telephone number, start date, end date, telephone number, training history. Uses: Maintain demographic information about clients who voluntarily participate in opportunity planning through ministry area and local offices and private sector agencies. The system is also used for case management of agencies and agency staff and client information, to help determine the cost of the project and for funding reasons. Users: Ministry staff in area and local offices; agency staff and; ministry staff in the Research and Program Evaluation Unit. Individuals in Bank: Social assistance recipients who participate in voluntary opportunity planning, agency staff who deliver the program. Retention and Disposal: Information will be maintained for the five year duration of the project, until 1996. retention schedules to be developed.

Young Offenders Strategic Information System (YOSIS)  
Location: Information Systems Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990. Information Maintained: Name, address, date of birth, disposition. Uses: Monitor case management activities. Users: Area and Local Office Probation Officers. Individuals in Bank: Young Offenders. Retention and Disposal: Not yet determined.

### Finance and Administration Unit

The Finance and Administration Unit provides financial and administration services to the branch.

### Ministry-Wide Systems Unit

The Ministry-Wide Systems Unit is responsible for developing and maintaining ministry-wide and community systems. The unit works with users to develop new systems.

### Operations and Support Unit

The Operations and Support Unit is responsible for hardware and software support for the ministry, ministry local- and wide-area network support, ongoing operations and ministry voice and telecommunications systems.

### Policy and Planning Unit

The Policy and Planning Unit is responsible for strategic planning for ministry data and technology initiatives, quality assurance for systems development, the ministry's Forms and Records Unit and the ministry's Freedom of Information and Protection of Privacy Unit.

### Social Assistance and Employment Unit

The Social Assistance and Employment Unit provides support to the ministry's income maintenance and employment computer systems. The unit provides hot-line

support to users and is responsible for maintenance and enhancements of the systems.

## Program Management Division

The Program Management Division is responsible for the delivery of all ministry programs. The division is comprised of Area and Local Offices; Developmental Services Branch, Management Support Branch and the Office of Child and Family Service Advocacy.

Adults' Services Programs, delivered by area and local offices, include Family Benefits Assistance (FBA), Vocational Rehabilitation Services (VRS), Handicapped Children's Benefit (HCB), General Welfare Assistance (GWA) (administered by municipalities and Indian Band Councils or by the province in unorganized territories) and the Senior Citizens' Program. These programs are described in individual entries.

Children's Services Programs, delivered by area offices include Child Welfare (Children's Aid Societies), Day Nurseries, Probation Services for Children (Juvenile Corrections), Residential Care and Residential Treatment Services, and Community Programs for developmentally disabled children. These programs are described in individual entries.

The Developmental Services Branch is responsible for identification and development of policy in the area of developmental services, support to program delivery at the area and local office level, management of 8 facilities for the developmentally disabled and providing leadership in the area of developmental services.

The facilities for the Developmentally Disabled and the Youth Corrections Program, which includes probation offices, training schools and detention homes for children, are described in individual entries.

The Management Support Branch is responsible for strategic management, agency support and program coordination for the division. It includes Child Care, Children's Services, Social Assistance and Employment, Community Services, Finance, Information, Organizational Development, Aboriginal Services, Chaplaincy Services, Adoptions, Adoption Disclosure, Private and International Adoption, Child Abuse Register, Crown Ward Reviews and support to boards. The Office of Child and Family Service Advocacy is responsible for protecting the rights and interests of children and families who are receiving or seeking services from the ministry.

### General Classes or Types of Records

Child Abuse Prevention - Grants and Training Programs



Controlled-Drug Inventory  
 Family Benefits Assistance (FBA)  
 Family Benefits Cheque Replacement  
 Finance and Accounting  
 General Welfare Assistance (GWA)  
 Institution Maintenance and Inspection  
 Institution Search for Contraband Drugs/Goods  
 Legal Aid Assessment Staff Cost  
 Licensing - Children's Programs/Agencies  
 Maintenance, Financial and Control Records of Custody Facilities  
 Multi-Year Plan Nursing Home Placement - Monthly Statistics  
 Municipal Chargebacks  
 Municipal Purchase of Counselling  
 Operating Statements  
 Program Management - Support Data  
 Program Planning and Support Information  
 Quality Assurance  
 Sanitation Statistical Reports  
 Statistics on Movement of Clients Within Each Facility  
 Transfer Payment Agencies (Proposals/Budget Approvals/Subsidy Claims)  
 Transfer Payment Agencies - Adult Social Services  
 Transfer Payment Programs Administration - Children's Services  
 Transfer Payment Programs Administration Developmental Services (Adults/Children)  
 Vocational Rehabilitation Services (VRS) Programs - Financial Data  
 Young Offenders Act (YOA) - Monthly Payment Statistics, Custody Information, Record of Placements, Types of Orders, Facility Development

## Manuals

Adoption  
 Case Information Disclosure  
 Children in Care of Children Aid Societies (CAS's)/Probation Services  
 Children's Residence Licensing  
 Claims Examinations Procedures - Family Benefits (FBA)  
 Comprehensive Income Maintenance System (CIMS) - Caseworker Vol. 1-3  
 Day Nurseries  
 Developmentally Handicapped - Residential Services  
 Eligibility Review - Family Benefits (FBA)  
 Family Benefits (FBA) - Policy and Procedural Guidelines  
 Family Services  
 Foster Care Licensing  
 General Welfare Assistance (GWA) - Legal Aid Test  
 General Welfare Assistance (GWA) - Policy Guidelines  
 Integrated Records - Family Benefits (FBA)  
 Legal Aid Assessment  
 Legislation - Adults  
 Legislation - Children (Volumes 1 and 2)  
 Legislation - Income Maintenance

Ministry Administration Manual  
 Northern Districts - Family Benefits (FBA)  
 Parental Support Workers (PSWs) - Operating Guidelines  
 Private Home Daycare  
 Purchase of Counselling Services  
 Residential Services - Senior Citizens  
 Special Needs and Services  
 Standard Agreements Manual  
 Standards for Food Services/Support Services for Physically Disabled  
 Vocational Rehabilitation Services (VRS) - Volumes 1 and 2  
 Young Offender Services

## Personal Information Banks

### CPRI - Case Files

Location: Program Management Division. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11.

Information Maintained: Name and address of parent/guardian, admission and discharge summaries, behaviour scales, date of birth, family physician, gender, individual treatment and program plans, medical information, name and casebook number, referring agent, related correspondence and data, test scores, trust account records. Uses: Plan, monitor and evaluate care and treatment provided to clients; statistical and research purposes. Users: Program specialists, senior administration staff and clinical staff. Individuals in Bank: Registered outpatients, day treatment and residential clients. Retention and Disposal: Twenty years after 18th birthday, then transferred to archives.

### Developmentally Disabled - Admission/Discharge Information System for Schedule I Facilities

Location: Program Management Division. Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11, s.2.

Information Maintained: Name, admission date, age, discharge date, gender, reason for admission, discharge placement and location. Uses: Monitor progress of the implementation of the ministry's Multi-year Plan for the Developmentally Handicapped. Users: Area Office, Facility Program and Planning staff. Individuals in Bank: Developmentally disabled persons admitted to Schedule I facilities or discharged to the community. Retention and Disposal: Master Admission/Discharge Index retained by Facilities for the Developmentally Handicapped for 100 years. The records for this section are destroyed when superseded each month.

### Thistletown Regional Centre - Case Files

Location: Program Management Division. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11.; Centre delisted from the Mental Health Act, April 5, 1989, now under the Freedom of Information and Protection of Privacy Act, 1987, as of 05 April 1989. Information Maintained: Admission and discharge summaries, laboratory, progress notes, psychiatric reports, psychological, social work,

speech and education consultations, child's date of birth, child's gender, child's legal status, child's name and address, incident reports and related data including names and address(es) of patients, medical information (physician's orders). Uses: Plan, monitor and evaluate care and treatment provided to clients and families and statistical and research purposes. Users: Program specialists and outside social service providers with the signed consent of the client or legal next-of-kin. Individuals in Bank: Individuals/Families accepted for assessment/treatment in programs operated by the centre. Retention and Disposal: Twenty years after client's 18th birthday, then transferred to archives.

## **Area and Local Offices**

The ministry's area and local offices are listed in the front of the chapter.

### **Personal Information Banks**

#### Adult Individual Support Program - Case Files

Location: Area and Local Offices. Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11, s.2(2). Information Maintained: Name, address, agency involvement, date of birth, medical and psychological data, placement history, sex. Uses: Assist in finding resources for developmentally disabled adults; determine eligibility for funding; provide aggregate information for area offices to plan for improvements in service; record details of services provided to client. Users: Special Services Unit staff, local and area managers. Individuals in Bank: Adults referred by residences, community programs and parents. Retention and Disposal: One year, then transferred to Government Records Centre for 4 years; select files to archives.

#### Children With Special Needs and Services

Location: Area and Local Offices. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11. Information Maintained: Name, address, agreements between parents and the agency/ministry, date of birth, medical and psychological data and reports, parents' names and address, related correspondence/data, sex. Uses: Determine eligibility for funding; record details of special needs and services provided to clients; maintain record of progress. Users: Area and local manager and special needs agreement officers and staff. Individuals in Bank: Children referred by residential programs and by parents. Retention and Disposal: Ten years after date of last activity, then destroyed; select files to archives.

#### Children's Mental Health Centre - Case Files

Location: Area and Local Offices. Legal Authority: Child and Family Services Act, R.S.O., 1990, c.11. (Note: Centre delisted from the Mental Health Act, April 5, 1989; now under the Freedom of Information and Protection Privacy Act, 1987, as of April 5, 1989. Information Maintained: Child's name, address, admission, and discharge summaries,

and education consultations, date of birth, incident reports and related data including name and address of parent, laboratory reports, legal status, nursing notes, physicians orders, progress notes, psychiatric reports, psychological reports, sex, social work, speech. Uses: Plan, monitor, and evaluate care and treatment provided to clients and families; statistical and research purposes. Users: Program specialists, outside social service providers with the signed consent of the client or legal next-of-kin. Individuals in Bank: Individuals/Families accepted for assessment/treatment in programs operated by the centre. Retention and Disposal: Twenty years after 18th birthday, then transferred to archives.

#### Crown Ward Files/Records

Location: Area and Local Offices. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11. Information Maintained: Name, Crown wardship order, adoption breakdown data (where applicable), consent to adopt, court documents, discharge plans, medical history of child and parents, place and date of birth, placement history, plan and review of care, registration of placement, report on the adjustment of child in home, sex, social history of parents and grandparents, termination of access order, where child was placed for adoption. Uses: Monitor care of Crown wards; notify area managers about Crown ward hearings. Users: Program supervisors, area managers. Individuals in Bank: Crown wards. Retention and Disposal: Until wardship terminated, then microfilmed and retained for 100 years.

#### Delinquency Prevention and Diversion Files

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, address, age, case notes and related data, data on parents, police information, progress reports, record of supervision, school reports. Uses: Monitor attendance; ensure no further charges are laid; liaise with community services. Users: Probation Officers. Individuals in Bank: Juveniles having difficulties with the law and placed in a diversion program. Retention and Disposal: Five years, then destroyed; select files to archives.

#### Developmentally Disabled - Five-Year Plan Client Tracking System

Location: Area and Local Offices. Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11, s.2. Information Maintained: Name, country of origin, date of birth, placement information, sex. Uses: Compile statistical data related to clients discharged from facilities for developmentally disabled persons under the ministry's Five-Year Plan. Users: Area and regional Program and Planning staff. Individuals in Bank: Developmentally disabled persons discharged to the community. Retention and Disposal: Six years, then transferred to archives.



Family Benefits (FBA) and General Welfare Assistance (GWA) - Case Files

Location: Area and Local Offices. Legal Authority: Family Benefits Act, R.S.O. 1990, c.F.2, s.9 and s.11; General Welfare Assistance Act, R.S.O. 1990, c.G.6, s.4 and s.9. Information Maintained: Name, address, case profile of finances, employment, related correspondence, social data. Uses: Assess eligibility for benefits; determine amount of benefits payable; claim federal cost-sharing revenues; federal audit. Users: Income Maintenance Unit and Financial Services staff, ministry Policy and Planning staff, Facilities staff, Health and Welfare Canada Cost-Sharing Program staff. Individuals in Bank: Applicants for and recipients of family benefits (FBA), general welfare assistance (GWA) and handicapped children's benefits (HCB). Retention and Disposal: Ten years after case closed, then destroyed subject to federal audit; select files to archives.

Legal Aid Files

Location: Area and Local Offices. Legal Authority: Legal Aid Act, R.S.O. 1990, c.L.9, s.16(2) and (3). Information Maintained: Name, consent to inspect assets, date of birth, eligibility decision, legal aid assistance application, monthly living expenses, reasons for application, related correspondence, social insurance number, statement of personal and financial data. Uses: Determine eligibility for legal aid. Users: Legal Aid Assessment Officer. Individuals in Bank: Individuals requesting financial assistance to retain a solicitor. Retention and Disposal: Five years, then destroyed; select files to archives.

Monthly Foster Homes Report and Summary

Location: Area and Local Offices. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.C.11, s.92. Information Maintained: Name, amount of payment, cost per day, court file number, number of days in care, placement name and address, total monthly cost. Uses: Make monthly payments to foster and group homes. Users: Probation Supervisor, Financial Officer. Individuals in Bank: Young persons on probation, in custody or ward placements funded by the ministry. Retention and Disposal: Three years, then destroyed.

Northern Bursary Program

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20. Information Maintained: Name, address, date of birth, education, employment history, financial (bursary dollars) information, reference names, social insurance number. Uses: Record availability for employment after participating in Northern Bursary Program. Users: Human Resources managers, area ISNC coordinators, district program supervisors and area and district managers. Individuals in Bank: Participants in the Northern Bursary Program. Retention and Disposal: Two years after closure,

seven years in the Ontario government records centre, then destroyed; select files to archives.

Order-in-Council Applications

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, age, documentation supporting employment, income, medical information, related correspondence, social history. Uses: Determine eligibility for Order in Council applications. Users: Minister, senior management, program supervisors - Income Maintenance, attendant care planning coordinators. Individuals in Bank: Applicants for Orders-in-Council. Retention and Disposal: Five years after eligibility, then destroyed; select files to archives.

Overpayment Recovery and Follow-Up System (ORFUS)

Location: Area and Local Offices. Legal Authority: Family Benefits Act, R.S.O. 1990, c.F.2, s.17. Information Maintained: Name, address, collectible monthly instalment type and amount, date of birth, file number, social insurance number, trustee's name and address, type of overpayment recovery, uncollectible type and amount. Uses: Maintain information on overpayments; recover overpayments. Users: Income Maintenance support staff. Individuals in Bank: Clients no longer receiving financial assistance under income maintenance programs and to whom overpayments have been made. Retention and Disposal: Various, but not less than 7 years, subject to federal audit.

Parental Support Program - Case Files

Location: Area and Local Offices. Legal Authority: Family Benefits Act, R.S.O. 1990, c.F.2, s.7 and s.8. Information Maintained: Name of client, address, age, date of birth, details of court orders/agreements for support, employment, financial information, marital status, names of dependant children, sex, spouse's/putative father's name. Uses: Procure support payments for recipients. Users: Parental support workers, income maintenance supervisor. Individuals in Bank: Applicants for and recipients of social assistance. Retention and Disposal: Five years, then destroyed.

Senior Citizens Home-Support Survey

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, address, age, country of origin, income, income satisfaction, living arrangements, number of family members living nearby, sex, social service(s) used, telephone number. Uses: Research use of home-support services for seniors and planning purposes. Users: Planning officers. Individuals in Bank: Persons over age 65 currently using home-support services funded by the ministry. Retention and Disposal: Five years, then destroyed.

Serious Occurrences Records/Reports

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990,

c.M.20, s.6. Information Maintained: Name, action taken, current situation, date, date of birth, further actions proposed, person(s) notified, place and details of occurrence, related data, time, type of serious occurrence. Uses: Document and ensure appropriate action on serious occurrences. Users: Investigation Unit staff, program supervisors, agency staff. Individuals in Bank: Clients and staff involved in serious occurrences. Retention and Disposal: Six years, then destroyed; select files to archives.

### Social Services Employment Opportunities Information System

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O., 1990, c.M.20, s.6. Information Maintained: Name, address, annual/fiscal salary cost, date of birth, eligibility for program, place of employment, program of employment, reason for employment/termination, salary information. Uses: Monitor program. Users: Program managers, Employment Liaison officers. Individuals in Bank: Job placement program clients. Retention and Disposal: Six years, then destroyed.

### Sole Support Mothers Program - Case Files

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20. Information Maintained: Name, address, assessments, barriers to employment, client's plan of action, date of birth, education, employment history, social insurance number, type of social assistance payment, types of programs enrolled in. Uses: Determine eligibility of client to participate in the program; facilitate vocational counselling; plan, evaluate and monitor the program. Users: Sole Support Mothers Program staff and authorized Metro Employment Support Initiatives Counsellor. Individuals in Bank: Sole support parents. Retention and Disposal: Under review.

### Special Services at Home - Program Data

Location: Area and Local Offices. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11; Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, approved and cost of services, date of birth, disability, services requested, sex. Uses: Plan and monitor program. Users: Program supervisors, planning officers. Individuals in Bank: Recipients of special services through the Barrie and Mississauga area offices. Retention and Disposal: Seven years from date of termination of service, then destroyed.

### Summer Employment Experience (SEE) Program and Fall-Winter Part-Time Program

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Parents' eligibility for family benefits/general welfare assistance, address, date of birth, employment termination records containing student's

name, reasons for employment termination, salary information, student information, telephone number. Uses: Determine student's eligibility; calculate salary grants; compile statistics. Users: Employment liaison officer, employers, youth employment centre counsellors, and Employment Opportunity Project staff. Individuals in Bank: Dependents of parents receiving general welfare assistance (GWA) or family benefits (FBA), students receiving assistance, wards of the Children's Aid Society, the Catholic Children's Aid Society, or Jewish Family and Child Services. Retention and Disposal: Two years, then destroyed.

### Unusually Difficult Service Situation - Case Files

Location: Area and Local Offices. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11; Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, address, data on parents, date of birth, medical, placement history, psychiatric, psychological and child welfare information, sex. Uses: Find resources for child; determine eligibility for funding; compile information to plan for service needs. Users: Program supervisors, Financial and Planning staff. Individuals in Bank: Children with unique or difficult service situations. Retention and Disposal: Five years after 18th birthday, then destroyed; select files to archives.

### Vocational Rehabilitation Services (VRS) - Case Files

Location: Area and Local Offices. Legal Authority: Vocational Rehabilitation Services Act, R.S.O. 1990, c.V.5. Information Maintained: Name, address, age, correspondence and reports concerning client services purchased, education, family status, medical, psychiatric, psychological and employment history, record of approval number, social insurance number. Uses: Determine client's needs and progress towards rehabilitation; record services provided for future review and approval for federal cost-sharing programs. Users: Vocational Rehabilitation for Disabled Persons provincial coordinator and VRS staff, area managers, Health and Welfare Canada cost-sharing program staff. Individuals in Bank: Applicants for and recipients of vocational rehabilitation services. Retention and Disposal: Five years after case closed, then destroyed; select files to archives.

### Volunteer Programs - Personnel Files

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, address, age, assignment agreements and related documentation, marital or family status, performance appraisals, police check results, references, sex, telephone number. Uses: Establish a volunteer program for ministry clients; monitor volunteers' progress and effectiveness. Users: Supervisors, coordinators and program supervisors. Individuals in Bank: Accredited volunteers. Retention and Disposal: One year after termination as volunteer, then destroyed; select files to archives.



### Wage Policy Pilot Project

Location: Area and Local Offices. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name, address, date of birth, income. Uses: Record eligibility; determine rate of social assistance payments and/or supplementary payments; analyze financial impact of policy. Users: Social Assistance Programs Branch, Income Maintenance Officers and Supervisors, Community Services Branch, Financial and Capital Planning Branch, designated service providers, Wage Policy coordinators and clerks, area managers and district service managers. Individuals in Bank: Disabled persons participating in pilot wage policy projects. Retention and Disposal: Not determined.

### Young Offenders Facility - Case Files

Location: Area and Local Offices. Legal Authority: Young Offenders' Act, R.S.C. 1985, c.Y-1, c.110, s.24; Child and Family Services Act, R.S.O. 1990, c.11, Part IV. Information Maintained: Name, agreement between parents and agency/ministry, date of birth, medical and psychological data and reports, parents' names and address, related correspondence and data, sex. Uses: Define eligibility for programming; maintain record of progress. Users: Program managers and supervisors. Individuals in Bank: Clients referred to residential programs. Retention and Disposal: Under review.

### Young Offenders Facility - Working Files

Location: Area and Local Offices. Legal Authority: Young Offenders' Act, R.S.C. 1985, c.Y-1, c.110, s.24; Child and Family Services Act, R.S.O. 1990, c.11, Part IV. Information Maintained: Name, agreement between parents and agency/ministry, date of birth, medical and psychological data and reports, parents' names and address, related correspondence and data, sex. Uses: Define eligibility for programming; maintain record of progress. Users: Program managers and supervisors. Individuals in Bank: Clients referred to residential programs. Retention and Disposal: Current year plus five years, then destroyed. These are duplicates of the Young Offender Facility Case Files, which remain in the originating facility.

### Young Offenders' - Case Files

Location: Area and Local Offices. Legal Authority: Young Offenders' Act, R.S.C. 1985, c.Y-1, c.110, s.43; Child and Family Services Act, R.S.O. 1990, c.11, Part IV. Information Maintained: Name, admission and discharge documents, case supervision and related correspondence, criminal offences, data on parents, date of birth, education, financial information, guardianship status, medical and behavioural information. Uses: Provide case management information; administer disposition. Users: Probation officers, custody facility staff, program supervisors, and Ministry of the Solicitor General and Correctional Services program staff. Individuals in Bank: Young offenders and

youths awaiting court appearance. Retention and Disposal: Not determined.

## **Developmental Services Branch**

The Developmental Services Branch is responsible for identification and development of policy in the area of developmental services, support to program delivery at the Area and Local Office level and management of 8 directly operated Schedule 1 facilities for developmentally disabled people. The branch provides leadership in the area of developmental services, working with other ministries in the provincial government, other levels of government and service delivery agents.

## **Facilities for People With Developmental Disabilities**

Residential, treatment and training programs and services for developmentally disabled persons are delivered through 8 provincially operated (Schedule 1) and 9 local community/board-operated (Schedule 2) facilities that fall under ministry jurisdiction.

Facilities directly operated by the ministry are: The Adult Occupational Centre in Edgar; The Huronia Regional Centre in Orillia; The Southwestern Regional Centre in Cedar Springs; The Midwestern Regional Centre in Palmerston; The Oxford Regional Centre in Woodstock; D'Arcy Place in Cobourg; Prince Edward Heights in Picton and Rideau Regional Centre in Smiths Falls.

### **Manuals**

Developmentally Disabled - Residential Services

### **Personal Information Banks**

#### Developmentally Disabled - Pine Ridge Centre Transfer List and Card Index

Location: Facilities for People With Developmental Disabilities. Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11, s.2. Information Maintained: Resident's name, box number, casebook number, date of discharge, location, record dates. Uses: Identify and obtain Client Case Files from the Government Record Centre in order to respond to requests for information. Users: Managers and staff of Record Services in designated facilities. Individuals in Bank: Former residents with developmental disabilities. Retention and Disposal: Forty years for transfer list. One hundred years for card index.

#### Facilities for the Developmentally Disabled - Case Files

Location: Facilities for People With Developmental Disabilities. Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11. Information Maintained: Name, admission and discharge summaries, date of birth, education, individual program planning information,

medical treatment, sex, social history. Uses: Plan, monitor and evaluate care and treatment provided to clients/families; statistical and research purposes. Users: Facility staff, placement coordinator, private agencies involved in care and treatment of the clients/families. Individuals in Bank: Current and former clients (individuals or families). Retention and Disposal: Twenty years after 18th birthday or date of last activity, whichever is longer, then transferred to archives.

### Facilities for the Developmentally Disabled - Family Home Parent Files

Location: Facilities for People With Developmental Disabilities. Legal Authority: Developmental Services Act, R.S.O. 1990, c.D.11. Information Maintained: Family Home parent's name, address, criminal reference checks, financial status, home audit reports, medical information, personal evaluation. Uses: Monitor and evaluate the family to ensure appropriate standards for care of clients in their homes. Users: Family Home Program workers. Individuals in Bank: Family Home parents. Retention and Disposal: Five years after closure, then destroyed.

### Narcotic and Controlled-Drug Records

Location: Facilities for People With Developmental Disabilities. Legal Authority: Narcotic Control Act, R.S.C. 1985, c.N-1. Information Maintained: Name of drug, amount prescribed, client's name, date filled, original prescription number. Uses: Monitor and verify use of controlled drugs; record each transaction; maintain an inventory of drug stock. Users: Facility/Centre pharmacists, narcotics control inspector (Health and Welfare Canada). Individuals in Bank: Facility/Centre clients prescribed controlled drugs. Retention and Disposal: Three years, then transferred to archives.

## Management Support Branch

The branch is the focal point for the collection and distribution of information between field offices and head office. This branch ensures that field office activity is consistent with ministry priorities.

The branch provides direct delivery of some province-wide services, where branch staff support the management of ministry programs and resources by working with program staff in area offices.

The Management Support Branch includes the following functions: coordination of child care, children's services, social assistance and employment, community support services, finance, information, organizational development, aboriginal services, chaplaincy services, adoptions, adoption disclosure, private and international adoption, child abuse register, Crown ward reviews and administration support to boards and commissions.

## Common Records

Workplace Discrimination and Harassment Prevention Program

## Personal Information Banks

### Adoption Case Files and Statistics

Location: Management Support Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11, Part VII. Information Maintained: Child's birth name, adopted name, adoptive parents' homestudy, adoptive parents' names and address, birth parents' social and medical history, birth registration number, court and judge, legal documents, place and date of birth, related correspondence and reports, responsible private adoption licensee, responsible/supervising society/agency, sex. Uses: Verify legal status of child; establish adoption, proof of age; provide data for Adoption Disclosure Register; compile statistics. Users: Adoption Unit and Adoption Disclosure Register staff. Individuals in Bank: Children placed for adoption privately or by the Children's Aid Society. Retention and Disposal: Transferred to Archives 100 years after completion of adoption.

### Adoption Disclosure Register

Location: Management Support Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11, Part VII. Information Maintained: Name used, (if they register) place and date of birth, application(s) to the Register, above mentioned adoption case information and client's current address, telephone number(s) and alternate contacts and type(s) of service requested or provided, current name used, full adoptive name, place and date of birth, present name and address, telephone number. Uses: Authorized adoption disclosure. Users: Adoption Disclosure staff. Individuals in Bank: Birth parents, adult adoptees, adult birth siblings and birth grandparents of adoptee. Retention and Disposal: Transferred to archives 100 years after completion of adoption.

### Child Abuse Register and Case Files

Location: Management Support Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.C.11, s.75(5). Information Maintained: Child's and alleged abuser's name; date of birth; parents' names, alleged abuse, may include expungement hearing information. Uses: Record details of alleged cases of child abuse reported by CAS; provide general register check for child abuse investigations; statistical purposes. Users: Branch Director, Child Abuse Register staff, abusers or agents and parents of abused child, official guardians, coroner, Children's Aid Societies (CAS). Individuals in Bank: Registered persons, child. Retention and Disposal: Twenty-five years, then destroyed.



### Correspondence - General (Adoption)

Location: Management Support Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11, Part VII. Information Maintained: Name, Name, address of correspondent, adoption disclosure files, correspondence pertaining to international adoption, homestudy reports, may contain application for adoption, post-adoption service information, private and step-parent adoption. Uses: Hold information pending further activity on case. Users: Adoption Unit staff. Individuals in Bank: Correspondents on adoption matters. Retention and Disposal: Transferred to Records Centre 2 years after last activity for provincial cases; 5 years for international ones, select files to Archives.

### Developmentally Disabled - Chaplaincy Services

Location: Management Support Branch. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Name of client's pastor/religious contact, client's name, dietary observances, religious affiliation, religious history, religious needs (e.g. rites), sacraments. Uses: Develop service delivery plan; make referrals to local clergy/religious contact person; discharge planning. Users: Chaplaincy staff and local clergy. Individuals in Bank: Facility clients. Retention and Disposal: Five years, then transferred to archives.

### Licensees - Individual or Non-Profit Private Adoption Placement Agencies

Location: Management Support Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11. Information Maintained: Name, ability to meet licensing requirements, address, knowledge of pertinent legislation, related correspondence. Uses: Approve or renew licence. Users: Adoption Officer and other Adoption Unit staff. Individuals in Bank: Individuals or non-profit agencies applying for licence to place children for private adoption. Retention and Disposal: Five years after agency closes, then destroyed; select files to archives.

### Social Workers Approved to do Home Studies

Location: Management Support Branch. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11, Part VII. Information Maintained: Name, address, experience with adoptions, letter of approval, references, related correspondence. Uses: Approve or renew approval. Users: Adoption Officer and other Adoption Unit staff. Individuals in Bank: Social workers applying for approval to do home studies for adoption. Retention and Disposal: One year after approval rescinded, then destroyed.

### Sponsoring Families - Unaccompanied Refugee Minors (Southeast Asia)

Location: Management Support Branch. Legal Authority: Ministry of Community and Social Services, 1979, pursuant to the Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.6. Information Maintained: Sponsoring family's name, address, annual monitoring

reports from Employment and Immigration Canada, dates and places of birth of family members, family medical reports, guardianship order, home study, number of siblings, occupation, parents' marital status, progress, related correspondence, report to Employment and Immigration Canada, supervision reports. Uses: Determine suitability of sponsoring family; monitor placements. Users: Adoption Unit staff, Employment and Immigration Canada staff. Individuals in Bank: Applicant families, refugee minors to be placed in Ontario through this program. Retention and Disposal: Under review.

## **Aboriginal Services Unit**

The Aboriginal Services Unit is responsible for providing support within the Program Management Division, identifying and resolving issues and monitoring programs delivered by the division.

## **Central Services Unit**

The Central Services Unit is responsible for the Adoptions Unit, the Child Abuse Register and the Crown Ward Review Unit, as well as providing administrative support to the ministry's boards and commissions.

## **Chaplaincy Services Unit**

The Ministry of Community and Social Services acts as the "lead ministry" in coordinating the services of chaplains employed by other ministries as well as the Ministry of Community and Social Services. Chaplaincy Services Ontario works with the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC) and government ministries in developing and implementing policy with regards to the provision and delivery of spiritual and religious care.

## **Child Abuse Register**

The Child Abuse Register is a confidential and restricted register that contains information on verified cases of child abuse that have occurred in Ontario since June 15, 1979. The register is a legislated requirement under the Child and Family Services Act, 1984.

## **Child Care Unit**

The Child Care Unit is responsible for providing child care support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

## **Children's Services Unit**

The Children's Services Unit is responsible for providing children's services support within the Program Management

Division, identifying and resolving issues and monitoring program delivery.

### Community Support Unit

The Community Support Unit is responsible for providing program support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

### Crown Ward Review Unit

The Crown Ward Review Unit performs an administrative review of each Crown ward who qualifies under Section 66 (1) of the Child and Family Services Act, 1984. Staff submits reports to the ministry and to the Children's Aid Societies (CASS) responsible for the care of Crown wards.

### Personal Information Banks

#### Review Files

Location: Crown Ward Review Unit. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11, Part III.

Information Maintained: Adequacy of program planning, administrative review report, crown ward's date of birth and gender, crown ward's name, crown wardship date and reason, educational progress, medical and dental care, quality of care, related correspondence and documentation, type and suitability of placement. Uses: Assess wardship status; ensure wardship provides the necessary care and services; assess the quality of care provided by Children's Aid Societies (CASS) to Crown wards. Users: Area Office staff, Crown Ward Review Unit staff and Children's Aid Societies (CASS). Individuals in Bank: Crown wards.

Retention and Disposal: Five years, then transferred to the Archives.

### Financial Services Unit

The Financial Services Unit is responsible for handling financial management information requests and providing support to program decision-making within the Program Management Division.

### Income Maintenance and Employment Unit

The Income Maintenance and Employment Unit is responsible for providing support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

### Information Unit

The Information Unit is responsible for technology planning, implementation and information management within the Program Management Division.

### Organizational Support Unit

The Organizational Support Unit provides organizational support within the Program Management Division on cross-cutting issues and support to divisional decision makers.

### Office of Child and Family Service Advocacy

The Office of Child and Family Service Advocacy has been in operation since 1978 and is authorized under the Child and Family Services Act to protect the rights and interests of children and families who are receiving or seeking services through the Ministry of Community and Social Services. Office staff intercede and speak on behalf of individual children and their families who, without assistance, may not be able to obtain needed services or solutions to problems.

### Personal Information Banks

#### Child and Family Service Advocacy - Case Files

Location: Office of Child and Family Service Advocacy.

Legal Authority: Child and Family Services Act, R.S.O.

1990, s.102. Information Maintained: Name, date of birth, individual program planning information, service problems, sex, social history. Uses: Assist in the resolution of service problems; advocate on behalf of individual rights. Users: Advocacy Office staff and, in select cases, members of the Interministerial Provincial Action Committee (IMPAC).

Individuals in Bank: Recipients of service from the Ontario government, usually the Ministry of Community and Social Services. Retention and Disposal: Five years after date of last activity, then transferred to archives.

### Regional Centres for Children and Adolescents

The ministry operates centres for children and adolescents. The centres include: CPRI in London, which reports to the London Area Office; Project DARE in South River, which reports to the North Bay Area Office, and Thistleton Regional Centre in Rexdale, which reports to the Mississauga Area Office.

### Social Assistance and Employment Opportunities Division

The Social Assistance and Employment Opportunities Division is responsible for the development of policies and programs, and implementation planning in the area of social assistance and employment opportunities. It supports reform of the social assistance system.



The division includes Social Assistance Reform Project, Social Assistance Programs Branch, and Special Projects Secretariat.

### General Classes or Types of Records

Community Youth Supports  
Family Benefits Programs  
Futures (residential component)  
General Welfare Assistance Programs  
Municipal/First Nations Employment Program  
Opportunity Planning Pilots  
Preparation for Independence  
Social Services Employment Program  
Supported Employment  
Vocational Rehabilitation Services  
Work Activity Program

### Manuals

Special Services at Home

### Information Sharing Unit

The Information Sharing Unit is responsible for investigating and developing information sharing agreements with other levels of government.

### Social Assistance Automation Project

The Social Assistance Automation Project unit is responsible for implementing a strategy to update the social assistance information and technology systems in the ministry.

### Social Assistance Programs Branch

The purpose of the Ontario government's Social Assistance Programs Branch is to ensure that a responsive system of financial assistance enables eligible persons in need to obtain a basic level of allowances and benefits, and an opportunity for self-development and independence. Income Maintenance Programs, which are described in individual entries, include Family Benefits Assistance (FBA), General Welfare Assistance (GWA), Handicapped Children's Benefit (HCB) and Vocational Rehabilitation Services (VRS).

### General Classes or Types of Records

Community Youth Supports (CYS)  
Futures (residential component)  
Preparation for Independence (PFI)

### Manuals

Claims Examination Procedures - Family Benefits (FBA)  
Comprehensive Income Maintenance System (CIMS) -  
Caseworker Vol. 1-3  
Eligibility Review - Family Benefits (FBA)

Family Benefits (FBA) - Policy and Procedural Guidelines  
Family Services

General Welfare Assistance (GWA) - Legal Aid Test  
General Welfare Assistance (GWA) - Policy Guidelines  
Integrated Records - Family Benefits (FBA)  
Legal Aid Assessment  
Legislation - Income Maintenance  
Municipal Assistance Information Network (MAIN)  
Northern Districts - Family Benefits (FBA)  
Standards for Food Services/Support Services for Physically Disabled  
Vocational Rehabilitation Services (VRS) - Volumes 1 and 2)

### Policy Development Unit

The Policy Development Unit is responsible for reviewing and developing Cabinet and Treasury Board submissions; participating with Strategic Directions Division on wider ministry policy issues; writing briefing notes; working on contentious policy issues involving interdivisional, interministerial and intergovernmental responsibilities; and participating in ministry networks, project development with other branches and liaising with Program Management Division ensuring that implementable policies are developed.

### Program Development Unit

The Program Development Unit is responsible for approving regulations, developing and approving guidelines, writing contentious issue reports and housebook notes, approving systems changes, participating in ministry networks, developing and changing all new and existing forms, liaising with Program Management Division ensuring that implementable policies are developed, and giving instruction to the field, municipalities and First Nations.

### Statistics and Analysis Unit

The Statistics and Analysis Unit is responsible for statistical information not requiring personal or case information, Form 5 reconciliation and quality control, forecasting, monthly caseload data and participating in all statistics-gathering exercises based on DSS capability.

### Agencies

#### Child and Family Services Review Board

The Child and Family Services Review Board provides an appeal mechanism under the Child and Family Services Act (CFSA) and Day Nurseries Act (DNA). The board makes specific decisions on the residential placement of children; refusal of placement by private adoption licensees; refusal, revocation, non-renewal, suspension or contested terms and conditions on licences for children's residences, adoption

placement, day nurseries and private home daycare; refusal to disclose adoption information; and applications for the release of children from emergency secure treatment facilities. The board operates independently.

### Personal Information Banks

#### Placement Review Files

Location: Child and Family Services Review Board. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11. Information Maintained: Name, address residential placement, board's decision, notice of hearing, reason for appeal, related correspondence and reports, transcripts of hearings. Uses: Review requests; make decisions. Users: Board members, staff. Individuals in Bank: Children and licensees on whose behalf appeals have been made. Retention and Disposal: Ten years after decision handed down, then destroyed; select files to archives.

### Custody Review Board

The Custody Review Board reviews placements and may hold hearings at the request of young persons in custody. The board operates jointly with the Ministry of the Solicitor General and Correctional Services. The board operates independently.

### Personal Information Banks

#### Custody Review Files

Location: Custody Review Board. Legal Authority: Child and Family Services Act, R.S.O. 1990, c.11, Part IV; Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20. Information Maintained: Name, board's recommendations, current placement, date of birth, notice of hearing, reasons for request, related correspondence, type of custody to be reviewed. Uses: Review requests; make recommendations. Users: Board members, staff. Individuals in Bank: Young offenders applying to the board. Retention and Disposal: Ten years after decision handed down, then destroyed; select files to archives.

### Medical Advisory Board

The Medical Advisory Board is responsible for reviewing applications for family benefits assistance from a medical point of view. Recommendations are made by local doctors (medical adjudicators) consulting with area offices.

### Social Assistance Review Board

The Social Assistance Review Board is an independent body that holds province-wide hearings of appeals by individuals regarding decisions on General Welfare Assistance, Vocational Rehabilitation Services and Family Benefits.

### Personal Information Banks

#### Social Assistance Appeals - Case Files

Location: Social Assistance Review Board. Legal Authority: Ministry of Community and Social Services Act, R.S.O. 1990, c.M.20, s.11. Information Maintained: Notice of request for hearing, address, applicant's name, application for reconsideration of the decision, board's written notice of decision, reason(s) for request, related documentation. Uses: Conduct an appeal; issue notice of decision; prepare for divisional court appeals; compile annual statistical reports. Users: Board members and staff. Individuals in Bank: Applicants for social assistance review hearings. Retention and Disposal: Original decisions - 1 year after decision, then transferred to records centre and retained for 6 years, then destroyed.

### Soldiers' Aid Commission of Ontario

The Soldiers' Aid Commission of Ontario provides, in exceptional circumstances, emergency aid to eligible World Wars I, II and the Korean War veterans who have exhausted all other sources of funds.

### Personal Information Banks

#### Soldiers' Aid Commission Grant List

Location: Soldiers' Aid Commission of Ontario. Legal Authority: Soldiers' Aid Commission Act, R.S.C. 1970, c.83. Information Maintained: Veteran's name, address, amount of grant paid to veteran or dependant(s), family size, financial data, service information. Uses: Establish eligibility for grants. Users: Soldiers' Aid commissioners and commission staff. Individuals in Bank: Grant recipients. Retention and Disposal: Two years, then destroyed.



# CONESTOGA COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Conestoga College of Applied Arts and Technology  
299 Doon Valley Drive  
Kitchener, Ontario  
N2G 4M4  
(519) 748-5220

## Access

Freedom of Information and Privacy Coordinator  
Conestoga College of Applied Arts and Technology  
299 Doon Valley Drive  
Kitchener, Ontario  
N2G 4M4  
(519) 748-5220



A public reading room for the review of manuals and other information is open during regular office hours in the Employee Services Building, 299 Doon Valley Drive, Kitchener.

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Conestoga College provides full- and part-time diploma and certificate programs, vocational preparation studies, apprenticeship training, continuing education studies, and employer training and development. The college's catchment area includes the Counties of Huron, Perth and Wellington, and the Regional Municipality of Waterloo.

The college is governed by a Board of Governors and administered by a President, the college's Chief Executive Officer. The college is organized under the President supported by the Vice President, Student Development and Human Resources, Vice President, Finance and Administrative Operations, Vice President, School of Business, four Deans and the Director of Continuing Education. The college operates on five campuses and numerous other locations within the Counties of Huron, Perth and Wellington, and the Regional Municipality of Waterloo.

## Academic

The President is responsible for the academic affairs, including planning, development, delivery and evaluation, of full- and part-time programs and courses in the Schools of College Access and Preparatory Studies, Applied Arts, Business, Health Sciences and Community Services, Trades and Apprenticeship, Engineering Technology and in the

Continuing Education Division. Five schools are administered by a Dean, the School of Business by a Vice President and the Continuing Education Division by a Director.

## Common Records

Co-op, Work Term, Final Job Placements  
Day Care Registrants  
FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

## Board of Governors

The Board of Governors is responsible for establishing directions, policies and goals for the college, and evaluating college operations and effectiveness. The board has five standing committees: Executive, Finance and Audit, Human Resources, Academic and Student Affairs and Property and Plant.

## Common Records

Board of Governors Membership

## General Classes or Types of Records

Bylaws  
Minutes of Board and Standby Committees  
Policies

## Manuals

College Policy Manual

## Continuing Education

The Director of Continuing Education is responsible for the cross-college support and co-ordination of Continuing Education and for the centralized functions within the Continuing Education Division. The Director and the Deans are responsible for academic affairs, including planning, development, delivery and evaluation of programs and courses for adult part-time learners within their division/schools. Activities occur at five campuses and numerous community locations.

## Common Records

Tests, Examinations and Assessments

## Manuals

Continuing Education On-Line Systems Manual  
Continuing Education Policies and Procedures for Associate Faculty

## Finance and Administrative Operations

The Vice President, Finance and Administrative Operations is responsible for financial planning and services,

accounting services, audit, material services, computer services, physical resources, ancillary services, and the Training and Development Department. The Vice President is also secretary-treasurer of the Board of Governors.

**Common Records**

Employee Personnel, Payroll and Benefits Records  
Parking Records

**Manuals**

Budget Guidelines  
Student Fees Schedule

**Human Resources**

The Vice President, Student Development and Human Resources is responsible for the college human resources plan, which includes the coordination of staff recruitment, promotions, transfers and terminations, the maintenance of employee records, training and development, succession and career planning, the interpretation and implementation of the collective agreements, grievance procedures and pay equity, employment equity, occupational health and safety, and protection of human rights policy. The Vice President is also responsible for the student development function as described below.

**Common Records**

Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Grievances and Applications  
Health and Medical Records  
Job Competitions and Applications  
Ombudsman/Human Rights Commission  
Professional Development  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

**Manuals**

College Human Resources Information Manual  
Emergency and Safety Procedures  
Health Services Procedures Manual

**Student Development**

The Vice President, Student Development and Human Resources is responsible for providing a variety of student services and community-related activities for the college. Included are the Registrar's Office, Co-operative Education and Placement Office, admissions and awards, admissions testing, counselling, student retention, peer services, financial aid, recreational services, special needs, student recruitment, information services, marketing and alumni affairs. The Vice President is also responsible for the human resources function as described above.

**Common Records**

Co-op, Work Term, Final Job Placements  
Graduate and Alumni Records  
Ontario Student Assistance Program  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Vocational Testing and Counselling

**Manuals**

College Calendar  
Conestoga Centre - Emergency Fire Safety Plan Manual  
Conestoga Centre Practices Manual  
Faculty/Student Handbook - Special Needs  
Intramural Sports Practices Manual  
Peer Helper Manual  
Peer Tutoring Manual  
Student Handbook  
Student Practices Manual

**Personal Information Banks**Student Retention Program

Location: Student Development. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, RRO 1990, Reg. 770. Information Maintained: Student demographics and academic outcomes. Uses: Planning of appropriate interventions for student success. Users: Consultants, faculty, Academic Chair. Individuals in Bank: Students. Retention and Disposal: Not determined.

**The President's Office**

The President is Chief Executive Officer, appointed by the Board of Governors, with full authority to manage and direct the business and academic affairs of the college. Staff in the President's Office coordinate long-range planning, operational review, advisory committees, college archives, international education, freedom of information and fundraising.

**Common Records**

Freedom of Information and Protection of Privacy Act Requests

**Manuals**

College Procedures  
Program Advisory Committee Guidelines



## **Personal Information Banks**

### **Fundraising**

**Location:** The President's Office. **Legal Authority:** Ministry of Colleges & Universities Act, R.S.O. 1990, c.M.19, R.R.O. 1990, Reg. 770. **Information Maintained:** Information related to donors. **Uses:** Administration of fundraising process. **Users:** Funding administration staff. **Individuals in Bank:** Donors. **Retention and Disposal:** Not determined.

## **Training and Development**

The Director, Training and Development, reporting to the Vice President, Finance and Administrative Operations, is responsible for academic affairs including planning, development, promotion, and evaluation of programs and courses for contract training and the administration of government-sponsored programs such as Ontario Skills, Ontario Skills Development Office, Human Resources Development Canada activity and jobsOntario. Activities occur at five college campuses, numerous community locations and in the workplace.

### **Common Records**

Student Applications

Student Registration and Academic History

Tests, Examinations and Assessments

### **Manuals**

Ontario Skills/Ontario Skills Development Office

Operational Plan

Training and Development Practices

jobsOntario Guidelines

# CONFEDERATION COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Confederation College of Applied Arts and Technology  
Golf Links Road  
P.O. Box 398  
Thunder Bay, Ontario  
P7C 4W1  
(807) 475-6417

## Access

Freedom of Information and Privacy Coordinator  
Confederation College of Applied Arts and Technology  
Golf Links Road  
P.O. Box 398  
Thunder Bay, Ontario  
P7C 4W1  
(807) 475-6417



A public reading room for the review of manuals and other information is open during regular office hours in the Resource Centre, located in the Shuniah Building at the College.

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Confederation College provides post-secondary, adult and continuing education and training in technology, applied arts, business, health sciences, and aboriginal studies directed to the vocational, social and cultural realities of northwestern Ontario.

The college is governed by a Board of Governors to which the President reports as Chief Executive Officer. The college is organized into four divisions with campuses located in Thunder Bay, Kenora, Fort Frances, Dryden, Geraldton and Marathon.

## Academic Programs

The Senior Academic Dean, Education Innovation; the Dean, Health Sciences and Technology; the Dean, Applied Arts, Business and Aboriginal Studies; and the Dean, Community Educational Programs are responsible for the development and delivery of academic programs and courses in their areas.

## Common Records

Day Care Registrants  
Dental Clinic Patients  
FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees

Ontario Training Incentive Program Trainees  
Student Appeals (disciplinary, administrative, academic)  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

## General Classes or Types of Records

Northwest Enterprise Centre Project Files

## Manuals

Academic Policies and Procedures Manual  
Guidelines for Subject Outline Preparation

## Personal Information Banks

Northwest Enterprise Centre Client Files

Location: Academic Programs. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.

Information Maintained: Name, address, business details of clients, progress reports, telephone number. Uses:

Documentation of client progress. Users: Program advisors.

Individuals in Bank: Clients of programs offered by the Northwest Enterprise Centre. Retention and Disposal: Not determined.

## Board of Governors

The Board of Governors is comprised of Council of Regents appointees and elected representatives of students and employees of the college. There are two major committees of the board: Academic Affairs and Administrative Affairs. The board establishes college goals and policies.

## Common Records

Student Appeals (disciplinary, administrative, academic)

## General Classes or Types of Records

Bylaws  
Minutes of Board and Standing Committees  
Policies

## Finance and Administration Division

The Executive Director, Finance and Administration, is responsible for the financial management of the college and a variety of support services. The units that report to this position are the Internal Auditor; Director, Financial Services; Director, Physical Resources; and Director, Food Services.

## Common Records

Parking Records

## Manuals

Emergency Procedure Manual  
Policy and Procedure Manual



## Office of the President

Reporting to the Board of Governors, the President is responsible for the overall management of the college. The following functions report directly to the President: The Senior Academic Dean, Education Innovation; the Dean, Health Sciences and Technology; the Dean, Business, Applied Arts and Aboriginal Studies; the Dean, Community Educational Programs; the Director, Information Technology; Executive Director, Finance and Administration; and Executive Director, Student Services and Human Resources; and Administrative Assistant.

### Common Records

Board of Governors Membership

## Student Services and Human Resources Division

The Executive Director, Student Services and Human Resources is responsible for the human resource management of the college and provision of student services. The units that report to this position are Registrar; Director, Student Development; Director, Community and Media Relations; Administrative Assistant; Director, Student Life; and Director, Human Resources.

### Common Records

Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
Graduate and Alumni Records  
Health and Medical Records  
Job Competitions and Applications  
Library Users Lists  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Professional Development  
Scholarships and Awards  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Vocational Testing and Counselling  
Workers' Compensation

### General Classes or Types of Records

Staff Training Workshop and Conference Files

### Manuals

Student Handbook

### Personal Information Banks

#### Non-Traditional Occupations Project Client Files

Location: Student Services and Human Resources Division.

Legal Authority: Ministry of Colleges and Universities Act,

R.S.O. 1990, c.M.19. Information Maintained: Name, address, application forms, health forms, telephone number, test results. Uses: Longitudinal study of education and career choices of students. Users: Program evaluator. Individuals in Bank: Students participating in program. Retention and Disposal: Not determined.

# CONSUMER AND COMMERCIAL RELATIONS

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## Head

Minister of Consumer and Commercial Relations  
35th Floor, 250 Yonge Street  
Toronto, Ontario  
M5B 2N5  
(416) 326-8500

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Consumer and Commercial Relations  
34th Floor, 250 Yonge street  
Toronto, Ontario  
M5B 2N5  
(416) 326-8470

TDD: (416) 326-8555 A public reading room for the review of manuals and other information is open during regular office hours in the library on the 33rd Floor at 250 Yonge Street, Toronto.

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The Ministry of Consumer and Commercial Relations focuses on promoting a fair, safe and informed marketplace to support a competitive economy in Ontario.

The ministry is responsible for setting public safety standards for certain kinds of equipment and facilities, and standards of conduct for businesses in the province. The role involves licensing, promoting consumer rights, inspecting and investigating questionable business practices and taking enforcement measures when necessary.

The ministry is also responsible for registering: vital statistics in the province (such as births, deaths, marriages and adoptions), land transfers and ownerships and personal property other than land. Through its agencies, it is responsible for the control of the use and availability of beverage alcohol, regulation and licensing of charitable gaming casinos and classification of films and videos shown in Ontario.

The work of the ministry is administered through six divisions and seven agencies, boards and commissions. The divisions are: Business Division, Corporate Services Division, Information Technology Division, Policy Agencies and Corporate Affairs Division, Registration Division, Technical Standards Division and Registration Division. The agencies, boards and commissions include: Liquor Control Board of Ontario, Liquor Licence Board of Ontario, Commercial Registration Appeal Tribunal, Gaming

Control Commission, Ontario Film Review Board, the Ontario Racing Commission and Operating Engineers Board of Review.

## Business Division

The purpose of the Business Division is to promote a high level of ethical business conduct by ensuring public disclosure of the essential elements of business transactions and the registration and licensing of persons dealing with the public. The division also provides services for the incorporation and fundamental changes, including dissolutions and revivals, of companies. Questionable business practices and emerging consumer concerns are monitored as they develop. The division recommends amended or new legislation when necessary. The goal is to minimize loss, complaints and dissatisfaction, without placing undue burdens on, or undermining the competitiveness of businesses and business persons.

The division includes an administration section, three branches and the Clearing the Path Project. The Clearing the Path Project is a government initiative to simplify and streamline the existing registration and reporting processes for business in Ontario. Individuals and companies are registered by the division under several Acts, with the power to refuse, revoke or suspend registration.

## Business Affairs Branch

The Business Affairs Branch registers and regulates businesses under a number of business practices statutes. The branch promotes a safe, fair and informed marketplace by setting standards for entry into regulated industries, and by monitoring and enforcing compliance with advertising, security and financial reporting regulations.

The branch administers the following acts: Bailiffs, Cemeteries, Collection Agencies, Condominium, Consumer Protection, Consumer Reporting, Discriminatory Business Practices, Motor Vehicle Dealers, Paperback and Periodical Distributors, Real Estate and Business Brokers, and Travel Industry.

The branch assists in the administration of the Travel Industry Compensation Fund and Motor Vehicle Dealers Compensation Fund. Branch staff represent the ministry on the Board of Funeral Services and on the Canadian Motor Vehicle Arbitration Program (CAMVAP) board of directors.

## General Classes or Types of Records

Associations  
Sentry System



## Personal Information Banks

### Discriminatory Business Practices Act - Records

Location: Business Affairs Branch. Legal Authority: Discriminatory Business Practices Act. Information Maintained: Name, address, state. Uses: Prevent discrimination in Ontario on the grounds of race, creed, colour, nationality, ancestry, place of origin, sex or geographical location of persons employed in or engaging in business. Users: Divisional staff. Individuals in Bank: businesses. Retention and Disposal: Not determined.

## Public Records

### Business Practices Act - Administrative Actions (Business Division)

Purpose: Record administrative actions taken under the Act. Legal Authority: Business Practices Act, R.S.O. 1980, B.18, s.5. Information Maintained: Names and addresses of individuals involved in proposals, Assurances of Voluntary Compliance, director's Cease and Desist Orders. Retrievability: Company's/ individual's name. Retention and Disposal: Not determined. Access Procedures: Searches may be requested in person only by contacting the Ministry of Consumer and Commercial Relations Library, 250 Yonge Street, 33rd Floor, Toronto, Ontario, M5B 2N5, telephone: (416) 326-8555; or the Director, Consumer Affairs Branch, 250 Yonge Street, 31st Floor, Toronto, Ontario, M5B 2N5, telephone: 416-326-8606.

## Business Registration Section

The Business Registration Section maintains a central file of businesses and persons registered under the following Acts: Cemeteries (licensing information), Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers and Travel Industry.

The section also answers inquiries on whether a business is registered under these Acts. For questions related to new applications, renewals and revisions, call 416-326-8800.

## General Classes or Types of Records

Business Registration Section

### Manuals

Sentry Manual (for staff use)

## Public Records

### SENTRY Data Base (Business Division)

Purpose: 1. To provide Business Affairs Branch (BAB) with the capability to properly fulfil its registration function under seven Acts. This involves screening applicants prior to registration, to ensure that they meet certain legislated

educational, financial, and legal standards. 2. To provide consumers with the following information on registered businesses and people: - The registration status - Business name and address (including past business addresses) - Registration period (which includes when they were first registered and, if applicable, the termination date). Legal Authority: Cemeteries Act, R.S.O. 1990, c.C.4; Consumer Protection Act, R.S.O. 1990, c.C.31; Consumer Reporting Act, R.S.O. 1990, c.C.33; Collection Agencies Act, R.S.O. 1990, c.C.14; Motor Vehicle Dealers Act, R.S.O. 1990, c.M.42; Real Estate and Business Brokers Act, R.S.O. 1990, c.R.4; Travel Industry Act, R.S.O. 1990, c.T. 19. Information Maintained: Name, registration number, original registration date, effective date, expiry date, registration status, employer registration number. Retrievability: Name; Registration Number; Original Registration Date; Effective Date; Expiry Date; Registration Status; Category; Employer Registration Number; Employer Name; Employer Address; Employer Registration Status. Retention and Disposal: Retention: Unknown Disposal: Archived. Access Procedures: Searches which produce certified copies of documents and certificates of status are provided on a fee-for-service basis. Requests may be made by phone (416-326-8800) or mailed to: Business Registration, Technology and Information, Ministry of Consumer and Commercial Relations, 32nd Floor, 250 Yonge Street, Toronto Ontario M5B 2N5. Information that does not require a certificate to be produced may be accessed at no charge by telephone (326-8800).

## Cemeteries Regulation Section

The Cemeteries Regulation Section administers the Cemeteries Act, which regulates the operation of cemeteries, crematoria, mausolea/columbaria and burial grounds. Owners of such facilities and their salespeople must be registered.

The section handles consumer complaints and inquiries about burial sites. The section reviews and approves changes to cemeteries and monitors trust accounts holding prepayment and care and maintenance funds. Inquiries can be made at 416-326-8392.

## General Classes or Types of Records

Cemeteries Files - Operational Records

## Personal Information Banks

### Cemeteries Act - Records

Location: Cemeteries Regulation Section. Legal Authority: Cemeteries Act (revised), R.S.O. 1990, c.C.4 and Regulations. Information Maintained: Name, address, applications for new establishments and closures, building and/or plot plans of known cemeteries in Ontario, bylaws, cemetery complaints, tariff rate filings, trust fund

statements. Uses: Ensure compliance under the Act; investigation purposes. Users: Division staff. Individuals in Bank: Cemetery officials, complainants. Retention and Disposal: Eighteen years, then transferred to archives.

## **Collections, Repossessions, Credit Reporting and Itinerant Sellers Program**

The Registrar's office regulates bailiffs, collection agencies, consumer reporting agencies (which collect and use personal records, credit and financial information) and paperback book and periodical distributors under their respective Acts. Itinerant sellers are also regulated under the Consumer Protection Act.

The Registrar arranges appointments for bailiffs and registrations for paperback and periodical distributors. The Business Registration Section handles registrations under all of the other Acts and can be reached at 416-326-8800.

Consumer complaints should be directed to the Consumer Affairs Branch, except for complaints about bailiffs, which are handled by district sheriffs.

### **Personal Information Banks**

#### Bailiffs' Appointments

Location: Collections, Repossessions, Credit Reporting and Itinerant Sellers Program. Legal Authority: Bailiffs Act, R.S.O. 1990, c.B.2, s.9. Information Maintained: Name, address, business involvement, complaints, credit information, criminal convictions, date of birth, employment history, financial information, inspections, judgments, qualifications, sponsor. Uses: Record appointments; ensure fitness for registration. Users: Division staff. Individuals in Bank: Individuals or corporations appointed under the Act. Retention and Disposal: All active and inactive files maintained.

#### Registration - Paperback and Periodical Distributors

Location: Collections, Repossessions, Credit Reporting and Itinerant Sellers Program. Legal Authority: Paperback and Periodical Distributors Act, R.S.O. 1990, c.P.1. Information Maintained: Name, address, business involvement, credit information, criminal record, date of birth, employment history, financial history, inspections, judgments, qualifications, residency information, sponsor. Uses: Ensure applicants meet requirements for registration; record registration status. Users: Division staff. Individuals in Bank: Registered distributors, individuals and corporations applying for, maintaining or denying registrations. Retention and Disposal: All active and inactive files maintained.

## **Motor Vehicle Dealers Act**

The Registrar's Office administers the Motor Vehicle Dealers Act and related consumer protection legislation to

regulate dealers and salespersons of new and used motor vehicles. The ministry's Business Registration Section assists in the registration function for dealers and salespersons, and maintains a central file. (For registrants, new applications, renewals and revisions, call (416)326-8800). Complaints concerning the purchase and sale of motor vehicles are handled by the Consumer Services Bureaus (listed under the ministry's Consumer Affairs Branch).

The Motor Vehicle Dealers Compensation Fund is administered by an independent Board of Trustees. All claims and inquiries should be directed to 1200 Bay Street, Suite 1100, Toronto, Ontario, M2R 2A5, telephone (416) 975-0832.

### **Common Records**

Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Out-of-Province Exemption Certificates

## **Real Estate and Business Brokers Act**

The Real Estate and Business Brokers Act (REBBA) protects Ontario consumers through the registration of real estate and business brokers and salespersons. Registration records are maintained by the ministry's Business Registration Section (registrants, new applications, renewals and revisions, call (416) 326-8800). Inspectors check the description for accuracy. Complaints regarding real estate and business brokers are handled by the Consumer Affairs Branch (listed under this ministry's Consumer Affairs Branch entry).

The Condominium Act sets out the requirements for registration of condominium corporations of all types in Ontario and establishes the framework for the orderly operation of condominium corporations following registration. The structure of the corporations is established through their declarations and bylaws. The REBBA office provides information only and does not ordinarily intervene to resolve condominium-related disputes.

### **General Classes or Types of Records**

Dormant Trust Accounts

## **Travel Industry Act**

The Registrar's Office administers the Travel Industry Act to protect the financial interests of Ontario travellers and ensure ethical conduct and good travel service by registrants. The Travel Industry Act requires the registration of travel agents and wholesalers. The ministry's Business Registration Section assists in the registration function and maintains a central file (registrants, new applications,



renewals and revisions, call (416) 326-8800. Consumer complaints are handled by the Consumer Affairs Branch (These programs are described under the ministry's Consumer Affairs Branch entry).

The Ontario Travel Industry Compensation Fund is administered by an independent board of trustees and reviews consumer claims for travel services paid for, but not received, by consumers. The fund may in some cases assist in returning stranded travellers from abroad. Inquiries should be directed to 1200 Bay Street, Suite 1100, Toronto, M2R 2A5, (416) 975-0818.

## Clearing the Path for Business Success

The Clearing the Path project is a government initiative to simplify and streamline the existing registration and reporting processes for businesses in Ontario. Clearing the Path manages a network of Ontario Business Registration Access (OBRA), self-help computer workstations, located throughout the province. New businesses and existing corporations can prepare their registrations using OBRA workstations and electronically transmit them to the different ministries involved with starting or expanding a business (e.g., Ministries of Finance, Labour, Consumer and Commercial Relations).

Individuals starting an unincorporated business can complete five of the most commonly required applications (Business Name Registration, Retail Sales Tax Vendor Permit, Employer Health Tax, Health Tax for the Self-Employed and Workers' Compensation) at the workstations, transmitting them electronically, thereby eliminating the need for paper forms and signatures.

Existing incorporated businesses can also register their business name and complete any of the other available registration processes to help them expand their business.

## Companies Branch

The Companies Branch consists of the Client Information Section, Client Liaison Section, Corporate Search and Business Name and Limited Partnership (BNLP) Services, the Corporate Services Section and the Compliance Section.

The Client Information Section provides information to clients to respond to general and specific inquiries about all branch services.

The Client Liaison Section promotes the use of the branch's automated system (Ontario Business Information System - ONBIS) by working in partnership with private and public sector to provide improved access to corporate and business registration information maintained by the branch.

The Corporate Search and BNLP Services Section deals with searches of corporations and certificates of corporate status. Microfiche copies of documents (e.g., articles of incorporation, special notices) of corporations in Ontario are provided for a fee. This section also registers the business names of sole proprietors, partnerships and corporations that carry on business in Ontario under names other than their own; registers dissolution or withdrawal of these business names; and conducts public searches of documents relating to all the above business enterprises.

The Corporate Services Section examines and processes articles of incorporation, articles of amendment of business corporations, letters patent for incorporation of non-profit corporations (churches, community groups, etc.) and extra-provincial licences to non-Canadian business corporations in Ontario. This section also cancels charters (letters patent, certificates of incorporation).

The Compliance Section has responsibility for encouraging and monitoring compliance to the legislation administered by the Companies Branch, particularly in the area of reporting of corporate information to ensure accuracy of the public record. Access to these records is given to the public, the corporate and legal communities, law enforcement agencies and other government departments.

## General Classes or Types of Records

Corporate Records

Ontario Business Information System

Registrations of Business Names of Sole Proprietorships, Partnerships and Corporations; Declarations of Limited Partnerships

## Manuals

Incorporator's Handbook (Not for Profit and Business)  
Registering Your Business Name in Ontario

## Public Records

### Companies Data Base (Business Division)

Purpose: Record basic information concerning business entities carrying on business in Ontario. Legal Authority: Business Corporations Act, R.S.O. 1990, c.B.16; Corporations Information Act, R.S.O. 1990, c.C.39; Limited Partnerships Act, R.S.O. c.L.16; Partnerships Act, R.S.O. 1990, c.P.5; Partnerships 1990, repealed May 1/91; Extra-Provincial Corporations Act R.S.O. 1990, c.E.27; Corporations Act, R.S.O. 1990, c.C.38; Business Names Act, R.S.O. 1990, c.B.17. Information Maintained: Names, active and inactive corporations, business and home addresses of individuals, business purpose, corporate registrations of business names, current and former office addresses, names and residential addresses of current and former directors and of, partnerships, sole proprietorships. Retrievability: Corporate records - exact name of

corporation, corporation number; Sole proprietorships, partnerships and business names - exact name of business entity. Retention and Disposal: Corporate records - not determined; sole proprietorships, partnerships and business names - 5 years following expiry or withdrawal of registration, then transferred to archives. Access Procedures: Searches which produce copies of documents, certified copies of documents and certificates of status are provided on a fee-for-service basis. Searches may be carried out over-the-counter in the public office or by mail to the Companies Branch, Ministry of Consumer and Commercial Relations, 2nd Floor, 375/393 University Avenue, Suite 200, Toronto, Ontario, M5G 2M2. Telephone: (416) 314-8880 or toll-free in Ontario 1-800-361-3223.

## **Consumer Affairs Branch**

The Consumer Affairs Branch processes consumer complaints, investigates alleged infractions, inspects registrants under all Acts dealing with consumer protection and monitors the marketplace. The branch is divided into four sections: Consumer Services Bureau, Investigation, Compliance (inspections) and Consumer Issues and Data.

The Consumer Services Bureau answers consumer inquiries and reviews complaints arising from the purchase of goods or services. The Consumer Services Bureau handles complaints under the following Acts: Business Practices (which specifies practices considered to be deceptive, unfair or unconscionable, and provides the consumer with redress procedure); Collection Agencies; Consumer Protection (e.g., finance charges on credit purchases and loans) and door-to-door sales (itinerant sellers); Consumer Reporting (credit reporting and personal information agencies); Motor Vehicle Dealers, (e.g., purchase of motor vehicles); Motor Vehicle Repair (e.g., repairs to motor vehicle); Prepaid Services (e.g., memberships in fitness, health clubs, diet or modelling agencies); Real Estate and Business Brokers; and Travel Industry (travel agents and wholesalers).

## **Personal Information Banks**

### Complaints - Investigation Records

Location: Consumer Affairs Branch. Legal Authority: Business Practices Act, R.S.O. 1990, c.B.18; Cemeteries Act (revised), R.S.O. 1990, c.C.4; Collection Agencies Act R.S.O. 1990, c.C.14; Condominium Act, R.S.O. 1990, c.C.26; Consumer Protection Act, R.S.O. 1990, c.C.31; Consumer Protection Bureau Act, R.S.O. 1990, c.C.32; Consumer Reporting Act, R.S.O. 1990, c.C.33; Discriminatory Business Practices Act, R.S.O. 1990, c.D.12; Motor Vehicle Dealers Act, R.S.O. 1990, c.M.42; Motor Vehicle Repair Act, R.S.O. 1990, c.M.43; Prepaid Services Act, R.S.O. 1990, c.P.22; Real Estate and Business Brokers Act, R.S.O. 1990, c.R.4; Travel Industry Act, R.S.O. 1990, c.T.19; Provincial Offences Act, R.S.O. 1990, c.P.33. Information Maintained: Name, citizenship, computer

printouts, copies of documents, court briefs, current and former addresses, date of birth, director's direction, information from confidential sources, marital status, photographs, physical description, police record, proposals, prosecutions, registrar's cease and desist order. Uses: Investigation and prosecution purposes; determine fitness for registration. Users: Ministries of Consumer and Commercial Relations, Attorney General, Solicitor General and Correctional Services, law enforcement agencies of the federal and other provincial governments. Individuals in Bank: Individuals and corporations subject to investigation. Retention and Disposal: Compliance (inspection): 5 years in office then destroyed. Investigation: Hard copy 2 years in office, 7 years in Records Centre then destroyed.

### Consumer Affairs Branch - Complaints

Location: Consumer Affairs Branch. Legal Authority: Ministry of Consumer and Commercial Relations Act, R.S.O. 1990, c.M.21; Bailiffs Act, R.S.O. 1990, c.B.2; Business Practices Act, R.S.O. 1990, c.B.18; Collection Agencies Act, R.S.O. 1990, c.C.14; Condominium Act, R.S.O. 1990, c.C.26; Consumer Protection Bureau Act, R.S.O. 1990, c.C.32; Consumer Protection Act, R.S.O. 1990, c.C.31; Consumer Reporting Act, R.S.O. 1990, c.C.33; Motor Vehicle Dealers Act, R.S.O. 1990, c.M.42; Real Estate and Business Brokers Act, R.S.O. 1990, c.R.4; Residential Complex Sales Representation Act, R.S.O. 1990, c.R.28; Travel Industry Act, R.S.O. 1990, c.T.19; Prepaid Services Act, R.S.O. 1990, c.P.22; Motor Vehicle Repair Act, R.S.O. 1990, c.M.43. Information Maintained: Name, address and telephone number of complainants, complaint information, copy of inspection assignment and inspection schedule of registrants, details of general and trust accounts, directors, employees names, general ledger, inspection reports, notes and correspondence, officers and employees of non-registered businesses, principal shareholders. Uses: Determine offences against the Act, advise complainants. Users: Division staff. Individuals in Bank: Individuals filing complaints with the Toronto Consumer Services Bureau and companies/vendors of goods and services. Retention and Disposal: Twenty-five years microfilmed in office, 75 years in Records Centre.

### Licensee Compliance and Inspection Records

Location: Consumer Affairs Branch. Legal Authority: Collection Agencies Act, R.S.O. 1990, c.C.14, Consumer Protection Act, R.S.O. 1990, c.C.31, s.3; Consumer Reporting Act, R.S.O. 1990, c.C.33, s.2; Motor Vehicle Dealers Act, R.S.O. 1990, c.M.42, s.2; Real Estate and Business Brokers Act, R.S.O. c.R.4, s.2; Travel Industry Act, R.S.O. 1990, c.T.19, s.2; Prepaid Services Act, R.S.O. 1990, c.P.22; Motor Vehicle Repair Act, R.S.O. 1990, c.M.24. Information Maintained: Name, business and home addresses, business transactions, copies of documentation from registration files, copy of inspection assignment and inspection schedule of registrants, details of general and trust accounts, directors, employees' names, general ledger,



inspection reports, officers and employees of non-registered businesses, principal shareholders, telephone number. Uses: Ensure businesses comply with appropriate Act; provide registrars with reference when processing registrations. Users: Division staff. Individuals in Bank: Principal shareholders, directors, officers, employees of non-registered businesses and registrants under Acts administered by division. Retention and Disposal: Compliance (inspections) 5 years in office then destroyed. Retention schedule 47-3500-05-01.

## Ontario Board of Funeral Services

The Ontario Board of Funeral Services is an independent, industry-financed, non-share corporation that regulates the funeral industry by administering the Funeral Directors and Establishments Act. The Board of Funeral Services was established in 1976 by section 3 of the Act, with a principal objective of regulating the practices of funeral directors and persons who operate funeral establishments and transfer services in accordance with the Act, the Regulations and the bylaws, in order that the public interest may be served and protected. Consumers may make a claim against a compensation fund if prepaid services were not received. The board can mediate consumer complaints, and where mediation is not successful, a Complaints Committee adjudicates complaints. For information, telephone (416) 979-5450 or 1-800-387-4458.

### General Classes or Types of Records

annual Report

#### Manuals

Policy Manual for Funeral Directors and Establishments

#### Personal Information Banks

##### Listing of Funeral Directors

Location: Ontario Board of Funeral Services. Legal Authority: Funeral Directors and Establishments Act, R.S.O. 1990, c.F s.2(3). Information Maintained: Name, address, licence number. Uses: For registration and licensing. Users: Board of Funeral Services staff. Individuals in Bank: all licensees. Retention and Disposal: Undetermined.

#### Public Records

##### Register

Purpose: To maintain a register of all Funeral Directors and establishments in the province. Legal Authority: Funeral Directors and Establishments Act, 2(3) R.R.O. 1990 Reg 470. s14. Information Maintained: Name and address. Retrievability: Name of Registrant. Retention and Disposal: Undetermined. Access Procedures: N/A.

## Ontario New Home Warranty Program

The Ontario New Home Warranty Program (ONHWP) is the independent, non-profit corporation designated by the government of Ontario to administer the Ontario New Home Warranties Plan Act. The Act requires that all builders and vendors of new homes register with the program and enrol each new home they offer for sale. Deposits paid to builders are protected to a maximum of \$20,000 and buyers receive several different warranty coverages on a new home, to a maximum value of \$100,000. Warranty coverage includes a one-year builder's warranty against original defects or infractions of the Ontario Building Code; a two-year builder's warranty against water penetration through the building envelope, as well as a two-year warranty on all electrical and mechanical systems; and a seven-year warranty against major structural defects. Problems arising during the builder's warranty period should be brought to the builder's attention by the homeowner. If the builder is unwilling or unable to correct the problems during the warranty period, the program will help to resolve the dispute. Homeowners with complaints must notify the warranty program in writing before the end of the warranty period. The program has regional offices throughout the province. It publishes a technical newsletter for builders, called Building Smart, in addition to three comprehensive technical reference manuals and an information booklet explaining warranty rights and obligations aimed at the home-buying public. The program publishes an annual Home Buyer's Guide to After Sales Service, which lists registered builders and rates them according to the quality of their after-sales customer service. For details, please contact the Warranty Program.

### Common Records

Board of Governors Membership

## Corporate Services Division

The Corporate Services Division coordinates the functions of three branches, Human Resources, Finance and Administrative Services, and Operational Review and Audit Branch, to provide corporate and administrative management services for the Ministry of Consumer and Commercial Relations. The division also administers the implementation of, and compliance with the Equal Opportunity Program, the Freedom of Information and Protection of Privacy Act and the French Language Services Act. The division is also responsible for corporate learning through the Learning Unit.

### Finance and Administrative Services Branch

The Administrative Services Section of the Finance and Administrative Services Branch coordinates purchasing,

printing, mail, duplicating, fleet management, facilities management, building security and waste management services for the ministry. It also coordinates the distribution of corporate directives and guidelines and is responsible for policy administration, including management of ID cards for employees. Liaison with Management Board Secretariat and the Ministry of Transportation is an integral part of its responsibilities.

The Finance Section provides all programs of the ministry with planning, management and accounting services, such as payroll reconciliation, accounts payable, financial reporting, estimates submission, budget variance analysis and results management reporting. It processes all revenue received and develops policies and procedures for financial forecasting, control and management performance reporting systems. The section also serves as a liaison with central agencies such as the Treasury Board and the Ministry of Finance.

**Common Records**

Identity/Employee Card  
Library Users Lists  
Parking Records  
Travel/Expense Accounts  
Workers' Compensation

**Freedom of Information and Protection of Privacy Office**

The Freedom of Information and Protection of Privacy Office is responsible for the coordination, administration and implementation of the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. The office responds to requests for information made under the Act, establishes and collects fees in accordance with the Act, provides advice and training to ministry staff on the requirements of the Act, monitors and recommends policies and procedures for collecting and releasing information, and ensures adherence to privacy provisions and other legislative requirements of the Act. The office also liaises with the Information and Privacy Commission regarding appeals, inquiries and investigations.

**Common Records**

Freedom of Information and Protection of Privacy Act  
Requests

**French Language Services**

The French Language Services coordinator oversees the effective implementation, delivery and maintenance of French language services in all aspects of ministry programs, advises ministry officials and staff on policies and administrative matters regarding French language services, interprets relevant legislation, handles complaints and keeps

the ministry's senior management informed on all subjects related to French language services.

**Human Resources Branch**

The Human Resources Branch works in a consulting capacity with line managers and staff who have responsibility for human resource matters within their unit. The branch is responsible for developing and administering human resources policies and procedures, human resources planning, environmental scans regarding human resources related-issues and programs, staff redeployment and outplacement-related services, classification of jobs, recruitment, employee benefits counselling, coordination of Workplace Discrimination and Harassment Policy (WDHP) and will assume responsibility for the Equal Opportunity Program, occupational health and safety, grievance handling, labour relations advice and direction. The branch also provides specific consulting services to programs in the areas of training and learning. Through the Learning Unit staff, the branch promotes the development of continuous organizational learning and team-based approaches to business improvement and problem solving. Employee corporate files, payroll, attendance and benefits records are maintained centrally within the Human Resources Branch.

**Common Records**

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
General Employment History and Payroll Information  
Grievances and Applications  
Job Competitions and Applications  
Medical Information (Personnel)  
Performance Management  
Professional Development  
Workers' Compensation

**Operational Review and Audit Branch**

The Operational Review and Audit Branch assists the Deputy Minister and all levels of ministry management in achieving program objectives by providing assurance that control processes are satisfactory, furnishing timely recommendations for improving the economy and efficiency of operational and systems (information technology) activities and assessing the adequacy of established criteria to measure program effectiveness. The branch evaluates the adequacy of financial, operational and management controls, designed to ensure that physical, human and information assets of the ministry are safeguarded against loss or misuse. This office ascertains the extent of compliance with established ministry and government policies and guidelines.



In partnership with management, audit staff also act as consultants in the development of major information systems to ensure project success, system control and data integrity. The branch also undertakes a variety of special reviews and investigations at the request of senior management.

#### Common Records

Ombudsman/Human Rights Commission

### Information Technology Division

The Information Technology Division provides the ministry with information technology, information management and business reengineering services. The information technology services consist of the following activities: planning, application development and maintenance, office automation, telecommunications, computer operations, and investigation of new technologies applicable to ministry business operations.

#### General Classes or Types of Records

Application Feasibility Studies

Application Submissions and Reports

Corporate Technology Plans, Policies, Standards and Guidelines

Information Management Reports

Information Systems - Documentation

Project Plans and Status Reports

Requests for Proposals, Tenders and Contracts

### Policy, Agencies and Corporate Affairs Division

The focus of the Policy, Agencies and Corporate Affairs Division (PACAD) is to deliver a strategic and integrated approach to policy development and issues management within the ministry. In broad terms, PACAD provides the ministry with three distinct functions: corporate services to divisions as well as the Deputy's and Minister's offices through Policy, Communications Services and Legal Services; external sector and agencies liaison and program delivery through the Agency Relations Branch and the Aboriginal Gaming Section.

#### Aboriginal Gaming Section

The Aboriginal Gaming Section is responsible for developing and managing the relationship between First Nations and the province in the gaming area. In particular, the section conducts negotiations with First Nations throughout Ontario with respect to aboriginal gaming activities.

### Agency Relations Branch

The Agency Relations Branch consists of the Agency Policy Analysis Section, Office of the Athletics Commissioner and the Theatres Section. These programs are described in individual entries.

### Agency Policy - Liaison Section

The Agency Policy Analysis Section acts as policy and programs liaison with ministry agencies including the Liquor Control Board of Ontario (LCBO), Liquor Licence Board of Ontario (LLBO), Ontario Racing Commission (ORC), Gaming Control Commission (GCC), Ontario Film Review Board (OFRB), Office of the Athletics Commissioner and Commercial Registration Appeal Tribunal (CRAT). The section encourages an environment that balances domestic industries' competitiveness (wine, beer, spirits, horse racing and gaming) with responsible participation in alcohol-related and gaming-related activities and provincial fiscal objectives.

### Athletics Commission

The Athletics Commission administers the Athletics Control Act and is responsible for the proper conduct of all professional combative sports in Ontario. The commission maintains liaison with community centres and arenas, and issues licences to professional boxers, kickboxers (full-contact karate), wrestlers and all officials involved in these sports.

#### General Classes or Types of Records

Kickboxing, Wrestling, Boxing

#### Personal Information Banks

##### Athletics Control Act - Licences

Location: Athletics Commission. Legal Authority: Athletics Control Act, R.S.O. 1990, C.34, s.13. Information Maintained: Name, Name, address, citizenship, contracts, copies of cheques, date of birth, employer, general correspondence, income, letters of complaint, marital status, number of shows promoted by each promoter, officials' fees, photographs (boxers only), physical description, police record, recent medical information on boxers and kickboxers, revenue. Uses: Determine suitability of applicant to hold a licence; determine whether or not licence is in good standing; ensure licensee operates in accordance with Act; investigation purposes. Users: Commissioner's staff. Individuals in Bank: Individuals and companies applying for licences (e.g., professional boxer, wrestler, kickboxer, manager, promoter, second, referee, official). Retention and Disposal: Not determined.

## **Theatres Section**

The Theatres Section, which administers the Theatres Act, issues licences to theatres, projectionists, distributors, video retailers and projection equipment (including videotape machines) that are operated for public exhibition.

The section also provides administrative services for the Ontario Film Review Board. The board is responsible for the review, classification and approval of all films and videotapes for public exhibition and distribution, and the approval of all printed advertising related to the public exhibition of film.

### **General Classes or Types of Records**

Advertising  
Release Orders

### **Personal Information Banks**

#### Consumer Correspondence

Location: Theatres Section. Legal Authority: Theatres Act, R.S.O. 1990, c.T6, s.3. Information Maintained: Name, address, correspondence, court briefs, current and completed investigations, current and former addresses, date of birth, marital status, police records, prosecutions. Uses: Maintain consumer correspondence concerning classification policy and decisions. Users: Theatres Section staff. Individuals in Bank: Consumers corresponding with the Theatres Section. Retention and Disposal: Five years, then destroyed.

#### Investigation Records

Location: Theatres Section. Legal Authority: Theatres Act, R.S.O. 1990, c.T6; Criminal Code of Canada. Information Maintained: Name, Name, court briefs, current and completed investigations, prosecutions, current and former addresses, date of birth, marital status, police records, prosecutions. Uses: Investigation and prosecution purposes; determine fitness for registration. Users: Ministries of Consumer and Commercial Relations, Finance, Attorney General and Solicitor General and Correctional Services, law enforcement agencies of the federal and other provincial governments. Individuals in Bank: Individuals and corporations subject to investigation. Retention and Disposal: Five years, then destroyed.

#### Licences - Film Projectionists, Theatres, Film Exchange Distributors and Film Exchange Retailers

Location: Theatres Section. Legal Authority: Theatres Act, R.S.O. 1990, c.T6. Information Maintained: Name, Name, address, examination results (projectionists) photograph (projectionist), date of birth (projectionist). Uses: Issue licenses. Users: Theatres Section staff. Individuals in Bank: Film projectionists, theatre owners, distributors, retailers, exhibitors. Retention and Disposal: Five years after files become inactive, then destroyed.

## **Communications Services Branch**

The Communications Services Branch is responsible for marketing and communicating the ministry as an organization devoted to promoting a competitive economy and a fair, safe and informed marketplace in Ontario. The branch also has responsibility for advancing knowledge about the ministry's responsibility in setting standards and compliance processes that make it attractive for businesses (both foreign and domestic) to invest in Ontario. The branch comprises the News and Information Section and the General Inquiry Unit.

The News and Information Section acts as an internal consultative service assisting the programs and divisions in developing strategic communications and marketing plans to resolve problems and issues impacting on the ministry. The external activities of the section involve informing the public, client groups and the media of the ministry's activities through issuing news releases, speeches and statements, production and distribution of newsletters, brochures and other publications.

The General Inquiry Unit (GIU) offers a bilingual information service to the general public on the various programs and services offered by the ministry. In addition, touch-tone callers may access the 24-hour automated-voice system to obtain information on ministry programs and issues or to order forms and brochures. GIU telephone numbers are: 1-800-268-1142 or (416) 326-8555. Hearing/Speech-impaired persons using the Visual Ear (TDD) network service can also contact the General Inquiry Unit at (416) 326-8566.

## **Legal Services**

Legal Services Branch provides legal services to the ministry on the interpretation of consumer and commercial statutes and regulations, and the preparation and review of proposed legislation and regulations. The office also provides litigation and prosecution services in respect of ministry legislation. Particular areas for which legal services are provided include real property and personal property registration, companies law, trade and liquor, technical standards and business practices.

### **Common Records**

Dental Clinic Patients  
Litigation Files

### **General Classes or Types of Records**

Legal Opinions  
Legislation  
Orders-in-Council  
Regulations



## Policy Branch

The Policy Branch provides support to the Minister, Deputy Minister and program divisions in strategic planning, policy development and analysis, and issues management. It also acts as an internal consultation service, assisting divisions with project planning, research, problem-solving, design and implementation of consultations.

### General Classes or Types of Records

Cabinet Submissions  
Research

## Registration Division

The Registration Division provides for the registration of interests in real property and personal property, and is responsible for the operation of all Land Registry Offices in the province. It administers the Marriage Act, the Change of Name Act and the collection and custody of records under the Vital Statistics Act. The division also liaises between the ministry and its private sector partner relating to the operations of Teranet Land Information Services Inc. Teranet is a private/public sector corporation responsible for implementing Ontario's automated land registration system (POLARIS) province-wide and developing a land-related information systems industry. The division provides the used vehicle information package to the public, upon request.

### General Classes or Types of Records

Legal Services (Registration Division Section) - Property Law Committee Meetings, Legal Audit Reports and Interpretations, Statutes and Regulations  
Strategic Alliance Liaison Office - records of the establishment of the Strategic Alliance Liaison

### Manuals

Deposit Account Guide

## Personal Property Security Registration Branch

The Personal Property Security Registration Branch manages the Personal Property Security Registration System (PPSR), administers the Personal Property Security Act (PPSA) and the Repair and Storage Liens Act (RSLA).

The PPSR system provides a registration function, whereby a person who loans money and takes personal property (e.g., a motor vehicle) as collateral for the loan can file notice of the security agreement through the registration of a financing statement. In addition, repairers and storers of goods who have returned the goods to the owners before being paid can register notice of their non-possessory liens through the registration of a claim for lien. A registration can be submitted by mail to the Central Registration Branch

or in person to any one of the 48 PPSR branch offices listed under this ministry's Real Property Registration Branch entry.

PPSR now permits pre-authorized clients with appropriate computer technology to file their registrations electronically instead of by paper. The branch also allows such clients to have limited access to the PPSR database to conduct their own searches from the convenience of their office.

The PPSR System also provides an inquiry service so that people can determine, when buying personal property or accepting it for security as collateral for a loan, whether a notice of security interest or non-possessory lien has been registered against the property (i.e., whether the owner has previously pledged the property as security or owes for repairs or storage of the property).

Together with the Ministry of Transportation, the PPSR Branch now offers the Used Vehicle Information Package (UVIP) to members of the public. The UVIPs provide members of the public with Ontario registered lien information, Ontario vehicle registration information and red book value on which provincial sales tax is based for motor vehicles registered in Ontario.

The Personal Property Security Registration Branch publishes the Personal Security Registration and Enquiry Guide, which provides registration and inquiry information; A Consumer's Guide to the Personal Property Security Registration System and A Guide to the Repair and Storage Liens Act.

### General Classes or Types of Records

Personal Property Security System

### Manuals

A Guide to the Repair & Storage Liens Act  
PPSR On-line Users' Manual  
Personal Property Registration System - Deposit Accounting System  
Personal Property Security Registration and Enquiry Guide  
Personal Property Security Registration System - A Consumer Guide

### Personal Information Banks

#### Personal Property Registration System

Location: Personal Property Security Registration Branch. Legal Authority: PPSA Act & RSLA Act. Information Maintained: Name, Address, DOB, personal property pledged as security. Registration number, secured party, registering agent, sex of debtor. Uses: Information is used to indicate where individuals or business have pledged personal property as security for a loan. Data is received from registering party. Branch is responsible for keying all paper registration accurately. Users: General public,

business community. Individuals in Bank: General public. Retention and Disposal: Twenty-five years.

## **Public Records**

### Personal Property Security Registration System (Registration Division)

Purpose: Register security interests and liens in personal property in Ontario. Legal Authority: Personal Property Security Act, R.S.O. 1990 c.P.10 as amended, S.O. 1991, c.44; Corporation Securities Registration Act, R.S.O. repealed Oct 10/89; Repair and Storage Liens Act, R.S.O. 1990, c.R.25. Information Maintained: Name, address, amendment and discharge particulars, classification/description, collateral, date of birth, registration number, secured party or lien holder and registering agent, sex of debtor. Retrievability: Name of person or body creating security interest or responsible for lien payment (debtor), motor vehicle serial number. Retention and Disposal: Not determined. Access Procedures: Searches may be requested in person by contacting any one of the 48 Personal Property Registration offices or by mail to the Central Office. Telephone enquiries may also be made by users with deposit accounts. Refer to the blue pages of the local telephone directory for addresses. Pre-authorized clients can conduct on-line inquiries.

### **Real Property Registration Branch (RPR)**

The Real Property Registration Branch (RPR) is responsible for the management and operation of the 55 Land Registry Offices throughout Ontario. The offices register, store and preserve documents, deeds, mortgages and plans of survey. Registration relates to the ownership and encumbrance of real property under both the Land Titles system and the Registry system. All registered and deposited records are available to the public (for a fee) to search title or obtain information relating to the ownership of real property.

The branch monitors the quality of plans of survey through its Surveys, and Title Services Office by both direct pre-registration examination and post-registration audit and review. The office examines applications for first registration, Boundaries Act plans and applications under the Certification of Titles Act. The processing of both applications for first registration under the Land Titles Act and the Certification of Titles Acts and Condominium Plans Approval has also been decentralized and is now performed in the individual Land Registry Offices.

The branch records are currently being converted to an automated format. Long-term improvements include the automation of the land records index and property title information, and the production of computer-generated property maps.

The division has 55 Land Registry Offices of which 48 offices provide registration and enquiry services related to the Personal Property Security Registration System (PPSR). Liens against personal property (boats, cars) may be registered or prospective buyers may determine whether personal property is free of encumbrances. Fourteen of the Land Registry Offices provide local incorporation services under the Business Corporations Act. Eleven of the Land Registry Offices accept requests for certificates on behalf of the Office of the Registrar General. Sixteen of the Land Registry Offices provide the Ontario Business Registration Access (OBRA) service. This enables entrepreneurs starting an unincorporated business to complete applications for registration for Employer Health Tax, Health Tax for Self-Employed, Retail Sales Tax Vendor Permit and Workers' Compensation, as well as registering a Business Name, using a self-serve workstation. This information is then transmitted electronically, eliminating the need for paper forms and applicants' signatures. The following is a list of services provided by the five regional offices and 55 Land Registry Offices: Registry (REG), Land Titles (LT), Personal Property Security Registration (PPSR), Company Incorporation (CO) and Office of the Registrar General (ORG) and Ontario Business Registration Access (OBRA). For more details, please refer to the index on offices.

### **General Classes or Types of Records**

Abstract Books and Parcel Registers  
Registered Instrument  
Registered Plan

### **Manuals**

Boundaries Act Procedural Guide for Users  
Certification of Titles - Application Procedural Guide for Users  
Document Users Guides - English and French  
Land Titles Abstracting Guidelines  
Land Titles Conversion Pilot Project - November 1989  
Land Titles Conversion Procedural Guide  
Land Titles Procedural Guide  
Property Law Bulletins  
Property Mapping Procedural Guide  
Registry Office Abstracting Guidelines  
Standard Charge Terms - Annual Edition  
Title Examiner's Procedural Guide

### **Public Records**

#### Land Registration System (Registration Division)

Purpose: Register land transactions in Ontario. Legal Authority: Land Titles Act, R.S.O. 1990, c.L.5 as amended S.O. 1991, c.9; Registry Act, R.S.O. 1990, c.R.20; Certification of Titles Act, R.S.O. 1990, c.C.6; Boundaries Act, R.S.O. 1990, c.B.10; Condominium Act, R.S.O. 1990, c.C. 26, s.5; Land Registration Reform Act, R.S.O. 1990, c.L.4, s.8. Information Maintained: Transferor's and



spouse's name, address for service, assessment roll number, chargee's name, chargor's and spouse's name, consideration, financial particulars, legal description of property, municipal property address, other parties' names and addresses for service, property identifiers, registration date and number, solicitors, transferee's name, type of discharge. Retrievability: Lot, plan or concession number, parcel number, property identification number (PIN). Retention and Disposal: Not determined. Access Procedures: Searches may be requested in person only at any one of 65 Land Registry Offices. Fees payable. Refer to the KWIC Index for addresses.

## Registrar General Branch

The Registrar General Branch is responsible for registration of births, deaths, marriages, still-births, adoptions and changes of name occurring in Ontario. Proof of registration services, e.g., certificates, searches or certified copies, are available to entitled individuals. Statistics relating to births, still-births, marriages and deaths are compiled annually and published together with a summary of the branch's annual activities under the title "Office of the Registrar General Annual Report". Certificates, as well as certified copies of registrations of births, deaths and marriages in Ontario are provided to qualified applicants upon payment of appropriate fees. Under the Marriage Act, persons authorized to solemnize marriages in Ontario are issued Certificates of Registration. Premium, same-day service for walk-in clients is available, for an additional fee, at the Toronto and Thunder Bay counters only. The Toronto counter is open from 9:00 a.m. to 4:30 p.m., Monday to Friday. It is located on the second floor, 900 Bay St., Toronto (at Wellesley St.). The Thunder Bay counter operates from 8:30 a.m. to 4:30 p.m., Monday to Friday. Except in the case of documented emergencies, the same day service is restricted to certificates only, for the following records: births, from 1930 to present; marriages, from 1965 to present; deaths, from 1980 to present.

### Common Records

Board of Governors Membership

### General Classes or Types of Records

Registrar General Branch - ORG Annual Report

### Manuals

Division Registrar's Manual  
Marriage Handbook

### Personal Information Banks

#### Vital Statistics

Location: Registrar General Branch. Legal Authority: Marriage Act, R.S.O. 1990, c.M.3; Vital Statistics Act, R.S.O. 1990, c.V.4.; Change of Name, R.S.O. 1990, c.C.7. Information Maintained: Names (including former names),

date and place of the event, mother/father country/province of birth, information pertaining to death, mailing address, marital status, medical cause of death, oaths of secrecy, occupation, type of event, place of residence, registration date and number, religion, sex, social insurance number, race, registration date and number. Uses: Register and record Ontario births, deaths, marriages, persons authorized to solemnize marriage, still-births, adoptions, name changes, record corrections, amendments, sex designation changes, court orders regarding parentage and file statutory declarations of parentage; compile, publish and distribute statistics; provide certified copies, certificates, search notices; research, medical, law enforcement. Users: Branch staff, Division Registrars, Statistics Canada, Offices of the Registrar General or equivalents in other provinces and users as permitted under the Marriage Act, the Change of Name Act, the Vital Statistics Act or section 72 of Regulation 1094 R.R.O. 1990. Individuals in Bank: Persons born, married, authorized to solemnize marriage, deceased, still-born, adopted, changing their name or sex designation, or declaring parentage in Ontario. Retention and Disposal: As per retention and disposal schedules.

## Technical Standards Division

The role of the Technical Standards Division (TSD) is to protect the public, workers and property, and the environment by minimizing safety risks in the following technical areas under its jurisdiction: elevating and amusement devices, pressure vessels and boilers, hydrocarbon fuels and equipment and upholstered and stuffed articles. TSD establishes and designs safety standards for certain kinds of equipment which may affect public safety, and conducts inspections to ensure safety standards are met. The division also promotes business development and growth in a manner that assists the industries it regulates in remaining or becoming competitive in the world marketplace. Programs of the division are described more fully under Elevating Devices Program, Fuels Safety Program, Pressure Vessels Safety Program, and Upholstered and Stuffed Articles Program.

### General Classes or Types of Records

Amusement Devices  
Certificate of Competency  
Elevating Devices  
Fuel Contractors  
Fuel Facilities  
Fuel Trade Certification  
Fuels Safety Investigation Files  
Occurrences/Investigations  
Operating Engineers Certification  
Operating Plant Registration  
Owner/Contractor Registration  
Private Fuel Outlets

Registrations, Applications (operating plants, boilers and pressure vessels); Elevating Device Designs, Amusement Devices Technical Dossiers, Elevating Device Owners and General Contractors, Contractors Under the Energy Act.

Registrations, Applications of Contractors Under the Gasoline Handling Act.

Upholstered and Stuffed Articles Registration of Manufacturers

Vessel Certification

Welders Certification

## **Elevating and Amusement Devices Program**

The Elevating and Amusement Devices Program administers the Elevating Devices Act, which applies to passenger elevators, escalators, dumbwaiters, moving walks, manlifts, platform lifts and lifts for the disabled. This program also administers the Amusement Devices Act, which covers ski lifts, construction hoists, go-karts, amusement rides, bungee jumping and water slides. Elevating and amusement devices are inspected and licensed. Inspection is a requirement in both Acts and all devices are inspected before initial licensing to ensure compliance with adopted safety standards and the registered design or dossier submitted. The operation of non-conforming or unsafe devices must be suspended. In the case of elevating devices, contractors installing, maintaining and repairing these devices must be registered with the program and monitored. For amusement devices, licensees (business owners) are licensed and subsequently monitored. Individual devices must have a permit renewed annually.

The program initiates and issues safety rulings, maintains a data bank of technical and statistical information and participates in the development of safety codes through the Canadian Standards Association and international standards-making organizations. Program staff investigate accidents, incidents and consumer complaints and undertake complex technical investigations to resolve problems.

The program also reviews and registers all designs for regulated equipment, prior to installation and licensing, to ensure compliance with technical/safety codes and standards.

### **Manuals**

Inspectors Manual

## **Fuels Safety Program**

The Fuels Safety Program, which enforces the Energy Act and the Gasoline Handling Act and their regulations, strives to prevent loss of life, bodily injury and property damage by controlling potential safety hazards in the transportation,

transmission, distribution and storage of fuels such as natural gas, oil, propane and gasoline. The program issues licences to gasoline service stations, propane facilities and companies that distribute natural gas and oil; registers contracting companies that do work covered under the Energy Act or the Gasoline Handling Act; and issues certificates to natural gas and propane fitters and handlers and oil-burner mechanics. The program audits all these operations on a spot-check basis.

The program also examines and approves site plans prior to the construction of certain licensed facilities, such as gasoline self-service stations and propane facilities.

### **Manuals**

Procedures Manual

### **Personal Information Banks**

Natural Gas and Propane Fitters and Handlers, Oil Burner Mechanics and Pipeline Inspectors - Applications

Location: Fuels Safety Program. Legal Authority: Energy Act, R.S.O. 1990, c.E. 16. Information Maintained: Name, address, certificate category and number, date of birth, issue and expiry dates, payment. Uses: Certify or upgrade certificate holders; determine renewal payments. Users: Division staff. Individuals in Bank: Natural gas and propane fitters and handlers, oil burner mechanics, pipeline inspectors. Retention and Disposal: Retained three years following cancellation of certificate, then destroyed.

## **Pressure Vessels Safety Program**

The program strives to minimize the loss of life and property arising from the fabrication, installation or operation of boilers and pressure vessels and pressure piping systems. Under the Boilers and Pressure Vessels Act and the Operating Engineers Act, the program ensures safety by reviewing and registering engineering designs of boiler and pressure vessels, pressure fitting, pressure piping systems, welding procedures, and performing inspections during fabrication, installation and periodically thereafter. Other responsibilities include approval and inspection of major repairs to all boilers and pressure vessels, and pressure piping systems; qualifying and issuing licences to welders; registering and classifying steam, refrigeration and compression plants; issuing licences to their operators and operating engineers; and investigating related accidents.

### **General Classes or Types of Records**

Certifications, Applications (boiler and pressure vessel manufacturers)

Reports, Records (boiler and pressure vessel manufacture data; inspections; audits; incidents and occurrences; complaints; investigations; enforcement)



**Manuals**

Welding Procedures

**Personal Information Banks**Certificates of Competency - Boilers and Pressure VesselsLocation: Pressure Vessels Safety Program. LegalAuthority: Boilers and Pressure Vessels Act, R.S.O. 1990,c.B.9. Information Maintained: Name, address, certificate

number, experience, issue and renewal dates, technical

education. Uses: Provide record of certificate holders. Users:Branch staff, insurance companies. Individuals in Bank:

Holders of Boilers and Pressure Vessels Inspection

Certificates of Competency. Retention and Disposal: Until

certificate-holder's death, then destroyed.

Certification of Qualification - Operating EngineersLocation: Pressure Vessels Safety Program. LegalAuthority: Operating Engineers Act, R.S.O. 1990, c.O.42.Information Maintained: Name, address, certificate number,

classification, date of birth, issue and renewal dates,

offences under the Act, qualifying work experience. Uses:Provide record of certified operating engineers. Users:Branch staff, plant owners. Individuals in Bank: Holders of

Certificate of Qualification, Operating Engineers Act,

Boilers and Pressure Vessels Inspection Certificate of

Competency. Retention and Disposal: Until certified

operating engineer's death, then destroyed.

Welders - Performance TestsLocation: Pressure Vessels Safety Program. LegalAuthority: Boilers and Pressure Vessels Act, R.S.O. 1990,

c.B.9; as amended, S.O. 1983, c.33, s.36, c.72, s.22.

Information Maintained: Name, address, employer's name

and address, expiry date of identification card, test details.

Uses: Provide record of tested welders. Users: Branch staff.Individuals in Bank: Skilled pressure-part welders.Retention and Disposal: Two years after test, then destroyed.**Upholstered and Stuffed Articles Program**

The program administers the Upholstered and Stuffed Articles Act, and ensures safety by registering renovators and manufacturers and inspecting premises of registrants and retailers of upholstered and stuffed articles.

Responsibilities include investigating consumer complaints about stuffed furniture, mattresses, pillows, clothing materials, toys, etc., and testing filling materials for compliance with the regulations.

**Agencies****Board of Review Under the Operating Engineers Act**

The board evaluates safety procedures and provides advice on the safe operation of plants and the training and employment of operating engineers and operators. It also advises on revisions to the Act and regulations.

**Commercial Registration Appeal Tribunal (CRAT)**

The Commercial Registration Appeal Tribunal (CRAT) is an independent body, authorized in 1970 under the Ministry of Consumer and Commercial Relations Act, to hear appeals under 19 Acts.

These Acts are as follows: Bailiffs Act, Business Practices Act, Casino Corporation Act, Cemeteries Act, Collection Agencies Act, Consumer Protection Act, Consumer Reporting Act, Credit Unions and Caisses Populaires Act, Discriminatory Business Practices Act, Funeral Directors and Establishments Act, Gaming Control Act, Ministry of Consumer and Commercial Relations Act, Mortgage Brokers Act, Motor Vehicle Dealers Act, Ontario New Home Warranties Plan Act, Paperback and Periodical Distributors Act, Real Estate and Business Brokers Act, Travel Industry Act and Upholstered and Stuffed Articles Act.

The tribunal also hears consumer-related appeals with respect to decisions denying a claim for compensation under the Funeral Directors and Establishment Act, the Motor Vehicle Dealers Act, the Ontario New Home Warranties Plan Act and the Travel Industry Act.

**Personal Information Banks**Tribunal HearingsLocation: Commercial Registration Appeal Tribunal(CRAT). Legal Authority: Registration and licensing

statutes administered by the Ministry of Consumer and

Commercial Relations, Ministry of Finance and the Gaming

Control Commission. Information Maintained: Solicitor's or

applicant's name, Solicitor's or applicant's name, address,

company name, telephone number, fax number and exhibit

information. Uses: Prepare hearing. Users: Tribunaladministrative staff. Individuals in Bank: Appellants,claimants, solicitors. Retention and Disposal: Applicant's

file and exhibits are retained for a 3-year period and then

transferred to Archives. Exhibits may be returned if

requested by the parties concerned 30 days after the release of a decision.

## Liquor Licence Board of Ontario

Under the Liquor Licence Act, the Liquor Licence Board of Ontario (LLBO) issues, renews, transfers, suspends and revokes liquor licences (including Special Occasion Permits) for on-premise sale and consumption of alcoholic beverages. The board also regulates alcoholic beverage advertising and inspects all licensed establishments in Ontario.

Licensing: Special Occasions Permits (416) 326-0450, Manufacturer/Agents Licences (416) 326-0353, Seminars (416) 326-0420, Customer Service (416) 326-0450, Communications (416) 326-0422; Advertising: (416) 326-0400; Inspections: (416) 326-0330; Hearings: (416) 326-0366.

### Common Records

Career Planning/Training  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Ombudsman/Human Rights Commission  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Licensed Establishments in Ontario

### Manuals

Advertising/Hearings System Manual  
Financial and Administrative Services Purchasing Manual  
Human Resources Management Manual  
LLBO Licensing and Compliance System Manual  
Memorandum of Understanding and Bylaws  
Policy and Procedures Manual  
Special Occasion Permit System Manual

### Personal Information Banks

Attendance Recording System/Payroll Personnel and Employee Benefits System

Location: Liquor Licence Board of Ontario. Legal Authority: Liquor Licence Act. Information Maintained: Name, address, date of birth, education, medical information, salary data, social insurance number, work history. Uses: Issue pay cheques; compile statistical reports. Users: Authorized ministry management staff, Human Resources and Finance staff. Selected information forwarded to the Ontario Liquor Boards' Employees Union, insurance companies, banks and Workers' Compensation Board. Individuals in Bank: Government employees.

Retention and Disposal: Attendance records retained up to 50 years after termination, then destroyed; payroll, personnel and employee benefits records retained up to 50 years after termination, then transferred to archives.

### Licensed Representative Licence - Applications

Location: Liquor Licence Board of Ontario. Legal Authority: Liquor Licence Act. Information Maintained: Name, address, criminal record, employer, telephone number. Uses: Assess applicant's suitability for a Licensed Representative Card. Users: Board staff. Individuals in Bank: Applicants, licensees. Retention and Disposal: Retained for six months after termination.

### Liquor Sales Licences - Applications and Record of Establishments

Location: Liquor Licence Board of Ontario. Legal Authority: Liquor Licence Act. Information Maintained: Name, address, age, agreements of various types, citizenship, criminal record, disciplinary hearings, final report, inspection, investigation or police reports, licence renewal applications, licence transfer applications, notices of proposal, preliminary survey, telephone number. Uses: Maintain historical record of establishment and licensee; assess licensee's suitability, prior to issuing initial licence. Users: Board staff. Individuals in Bank: Applicants, licence-holders, shareholders, managers. Retention and Disposal: Paper files retained up to 20 years; three years at the Board and 17 years at Ontario Government Record Centre. Retention for computer files not determined.

### Manufacturers' Licences Applications and Record of Licensing

Location: Liquor Licence Board of Ontario. Legal Authority: Liquor Licence Act. Information Maintained: Name, address, age, approvals on advertising, criminal record of directors and shareholders, disciplinary hearings, investigation or police reports, notices of proposal, telephone number. Uses: Maintain historical record of manufacturers; assess applicants' suitability prior to issuing licence. Users: Board staff. Individuals in Bank: Applicants, directors and shareholders. Retention and Disposal: Paper files retained up to 20 years: three years at the LLBO and 17 years at Ontario Government Record Centre.

### Ontario Photo Cards - Applications

Location: Liquor Licence Board of Ontario. Legal Authority: Liquor Licence Act. Information Maintained: Name, address, applicant's certificate, date of birth, guarantor's signature, telephone number. Uses: Assess applicant's suitability for an Ontario Photo Card. Users: Board staff. Individuals in Bank: Applicants, card-holders. Retention and Disposal: One year, then destroyed.

### Special Occasion Permits - Applications

Location: Liquor Licence Board of Ontario. Legal Authority: Liquor Licence Act. Information Maintained: Name, address, date and time of event, expected attendance,



location. Uses: Issue Special Occasion permits. Users: Board staff. Individuals in Bank: Applicants. Retention and Disposal: Six months, then destroyed.

## Public Records

### Public Meetings and Hearings - Attendance (Liquor Licence Board of Ontario)

Purpose: Record attendance regarding applications for licence or licensed establishments. Legal Authority: Liquor Licence Act. Information Maintained: Name, address. Retrievability: Licence number, individuals'/establishment's name. Retention and Disposal: Not determined. Access Procedures: Searches may be requested in person, by mail or telephone by contacting Solicitor, Legal and Hearings Office, Liquor Licence Board of Ontario, 55 Lake Shore Boulevard East, Toronto, Ontario, M5E 1A4, telephone: (416) 326-0631.

## Ontario Film Review Board

The Ontario Film Review Board is an independent agency of the Ministry of Consumer and Commercial Relations. The board approves and classifies all films and videos for exhibition or distribution in Ontario. The Ontario Film Review Board's mission statement is to reflect the diverse communities of Ontario, by striving to reach consensus in the classification of films and videos, and to assist the public in making informed viewing decisions.

### General Classes or Types of Records

Minutes of Board/Policy Committee meetings  
Summary Reports

## Ontario Gaming Control Commission

The Ontario Gaming Control Commission (GCC) is a regulatory body created under the authority of the Gaming Control Act, 1992. The commission is responsible for regulating charitable and casino gaming in the province by ensuring that gaming is conducted with honesty and integrity and that an appropriate system of penalties is fairly administered.

The GCC's primary activities include: regulating and licensing charities and religious organizations to conduct lottery schemes that are allowed under the Criminal Code of Canada, including bingos, raffles, bazaars, break-open tickets and Monte Carlo events; and reviewing and registering people who are employed as gaming assistants, casino employees or suppliers of goods and services to the casinos conducted or managed by the Ontario Casino Corporation or charity gaming events in Ontario.

These functions were previously carried out by the Entertainment Standards Branch of the Ministry of Consumer and Commercial Relations. The GCC also works

closely with municipal governments in administering lottery licensing and enforcement requirements.

### General Classes or Types of Records

Lottery Licensing System  
Registration System

### Manuals

Lottery Licensing Policy Manual

### Personal Information Banks

#### Complaints

Location: Ontario Gaming Control Commission. Legal Authority: Gaming Control Act, 1992 and Regulations, Order-in-Council 2688/93, Lottery Licensing Policies, Terms and Conditions. Information Maintained: Name, address and telephone number of complainants, complaint information, subject of complaint, notes and correspondence. Uses: Determine offences against the Gaming Control Act, 1992, Lottery Licensing Policies and Terms and Conditions. Users: Gaming Control Commission Staff. Individuals in Bank: Individuals filing complaints with GCC, individuals named in complaint and other individuals interviewed in regards to the complaint. Retention and Disposal: Retention schedule under review. (Currently, paperwork is filed in the Licences - Lotteries Files or Registration Files and is handled under their retention schedule.).

#### Investigation Records

Location: Ontario Gaming Control Commission. Legal Authority: Gaming Control Act, 1992 and Regulations, Order-In-Council 2688/93. Information Maintained: Name, business and home addresses, business transactions, copies of documentation from registration files, copy of inspection assignment and inspection schedule of registrants, details of general and trust accounts, directors, employees' names, general ledger, inspection reports, officers and employees of non-registered businesses, principal shareholders, telephone number. Uses: Investigation and prosecution purposes; for the Registrar to determine suitability for registration and licences. Users: Gaming Control Commission Staff. Individuals in Bank: Principal shareholders, directors, officers, employees of non-registered businesses and registrants under the Gaming Control Act, 1992. Retention and Disposal: Retention schedule under review.

#### Licences - Lotteries Files

Location: Ontario Gaming Control Commission. Legal Authority: Criminal Code, R.S.C. 1970, c.C.34, s.206 and s.207; Order-in-Council 2688/93. Information Maintained: Name, applications, address, lottery complaints, correspondence, municipality, organization, officers, directors, organization financial data, member lists, member ages, resolution, complaints, telephone number. Uses: Determine eligibility of organizations for lottery licensing

purposes; ensure licensee operates according to terms and conditions of the licence; data compilation. Users: Gaming Control Commission Staff. Individuals in Bank: Individuals who are members or officers of organizations, those applying for or in possession of a lottery licence or asking for eligibility determination. Retention and Disposal: Three years at GCC, then 5 years in Ontario Government Records Centre, then destroyed.

#### Registration Files

Location: Ontario Gaming Control Commission. Legal Authority: Gaming Control Act, 1992 and Regulations. Information Maintained: Gaming Suppliers - name, address, correspondence, date of birth, officers, directors, shareholders, financial data on business, photograph, telephone number. Gaming Assistant/Casino Employees - name, address, photograph, date of birth, telephone number, telephone number. Uses: Determine suitability for registration under the Gaming Control Act, 1992; investigation purposes under above statute. Users: Gaming Control Commission Staff. Individuals in Bank: Bingo hall owner/operators, Manufacturers of Bingo Paper and Break Open Tickets, Gaming Equipment and Gaming Service Suppliers, Gaming Equipment Manufacturers and Break Open Ticket Sellers, Croupiers, Bingo Callers, Gaming Managers and Employees, Casino Employees, Suppliers of goods and services to casinos conducted and managed by the Ontario Casino Corporation. Retention and Disposal: Not yet determined. (Currently, files are in the process of being microfilmed.).

### **Ontario Racing Commission**

The Ontario Racing Commission (ORC) administers the Racing Commission Act, which involves supervision and control of thoroughbred, standardbred and quarter-horse racing in Ontario. The ORC licenses all race track operators, teletheatre locations and all racing participants. Licences may be obtained by contacting the ORC office at any operating Ontario race track. The commission holds public hearings on all applications for race dates, as well as appeals of rulings issued by commission judges and stewards officiating at the races. It also administers the Race Tracks Tax Sharing Arrangement, a program that provides purse supplements to the racing industry for both thoroughbred and standardbred horses, breeding incentive programs (the Ontario Sires Stakes) and funds for equine research. The ORC can provide the dates on which tracks are operating, offer information on licensing requirements and deal with any inquiries on horse racing.

#### **General Classes or Types of Records**

Commission Hearings and Meetings - Minutes  
Industry-Related Statistics

#### **Manuals**

Field Operations Procedures

### **Personal Information Banks**

#### Owners of Standardbred and Thoroughbred One-Year-Olds and Three-Year-Olds - Applications

Location: Ontario Racing Commission. Legal Authority: Racing Commission Act, R.S.O. 1980, c.R.2, s.10.

Information Maintained: Name, address, criminal record, driver's licence, employment off track, fingerprints, hair and eye colour, height, language, marital status, nationality, next-of-kin, peculiarities, place and date of birth, sex, telephone number, weight. Uses: Issue licences; identification purposes. Users: Commission staff, authorized staff of the Canadian Trotting Association and Ontario Provincial Police. Individuals in Bank: Standardbred and thoroughbred owners whose involvement in the industry requires access to the backstretch area of race tracks, individuals working at the track as participants (grooms, trainers, drivers, jockeys, etc.) or mutual employees. Retention and Disposal: Five years after file becomes inactive, then transferred to archives.

#### Race Track Operators - Personal History Records and Licences

Location: Ontario Racing Commission. Legal Authority: Racing Commission Act, R.S.O. 1990, c.R.2. Information Maintained: Name, address, affiliation with other tracks, criminal record, date of birth, employment record, information concerning refusal of licences, maiden name, marital status, name and address of references, number and type of shares, number of votes, past and present racing business interests, past race licensing history. Uses: Monitor individuals controlling the operation of race tracks in Ontario. Users: Commission staff. Individuals in Bank: Applicants, general manager, officers, directors, members of the management or executive committee of the race track. Retention and Disposal: Up to 20 years, then transferred to archives.

### **Public Records**

#### Ontario Sires Stakes - Stallion Registrations (Ontario Racing Commission)

Purpose: Establish ownership of stallions in Ontario; ensure conditions of eligibility. Legal Authority: Racing Commission Act, R.S.O. 1990, c.R.2, s.10. Information Maintained: Name, address, telephone number of stallion's owner. Retrievability: Name of horse, owner. Retention and Disposal: Five years, then transferred to archives. Access Procedures: Searches may be requested in person or by mail by contacting Secretary-Treasurer, Ontario Racing Commission, Ministry of Consumer and Commercial Relations, 180 Dundas Street West, Toronto, Ontario, M5G 1Z8, telephone: (416) 327-0520. No fees payable.



# ONTARIO CRIMINAL CODE REVIEW BOARD

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## Head

Chair of the Criminal Code Review Board  
Suite 2306, 700 Bay Street  
Toronto, Ontario  
M5G 1Z6  
(416) 327-8866

## Access

Legal Counsel  
Suite 2306, 700 Bay Street  
Toronto, Ontario  
M5G 1Z6  
(416) 327-8866

A public reading room for the review of manuals and other information is open during regular office hours at Suite 2306, 700 Bay Street, Toronto.

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The board reviews the status of each accused who has been found to be not criminally responsible on account of a mental disorder, or unfit to stand trial for criminal offences.

## Personal Information Banks

### Criminal Code Review Board

Location: Ontario Criminal Code Review Board. Legal

Authority: Criminal Code of Canada, R.S.C. 1985, c.C.46.

Information Maintained: Name, address, disposition information and related documents, dispositions and reasons for disposition. Uses: Conduct reviews. Users: Chair, staff, board members for hearings (disposition information), parties to hearings, others with consent of the accused.

Individuals in Bank: Individuals accused under the jurisdiction of the Ontario Criminal Code Review Board.

Retention and Disposal: Not determined.

# DISTRICT HEALTH COUNCILS OF ONTARIO

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## Head

Chairperson of each District Health Council

## Access

Algoma District Health Council  
123 March Street, Suite 405  
Sault Ste. Marie, Ontario  
P6A 2Z5  
Fax:(705) 942-7579  
(705) 942-0200



Established by Order in Council 1050/77, April 13, 1977.

Brant District Health Council  
233 Colborne Street, Suite 304  
Brantford, Ontario  
N3T 2H4  
Fax:(519) 756-6013  
(519) 756-1330



Established by Order in Council 1817/76, June 23, 1976.

Cochrane District Health Council  
119 Pine Street South, Suite 203  
Timmins, Ontario  
P4N 2K3  
Fax:(705) 264-8620  
(705) 264-9539



Established by Order in Council 1704/75, June 18, 1975.

District Health Council of Eastern Ontario  
132 Second Street  
3rd Floor  
Cornwall, Ontario  
K6H 1Y4  
Fax: (613) 933-3977  
(613) 933-9585



Established by Order in Council 856/80, March 26, 1980.

Durham Region District Health Council  
1614 Dundas Street East  
Suite 214  
Whitby, Ontario  
L1N 8Y8  
Fax:(905) 433-2307  
(905) 433-4262



East Muskoka/Parry Sound District Health Council  
36 Chaffey Street, P.O. Box 3000  
Suite 202  
Huntsville, Ontario  
P1H 1JH  
Fax:(705) 789-6943  
(705) 789-4429



Established by Order in Council 977/88, April 15, 1988.

Essex District Health Council  
4510 Rhodes Drive, Unit 720  
Windsor, Ontario  
N8W 5C2  
Fax:(519) 944-0619  
(519) 944-5888



Established by Order in Council 197/76, January 28, 1976

Grey-Bruce District Health Council  
733 - 9th Avenue East, Unit 4  
Owen Sound, Ontario  
N4K 3E6  
Fax:(519) 376-3074  
(519) 376-6691



Established by Order in Council 1168/76, April 28, 1976.

Haldimand-Norfolk District Health Council  
P.O. Box 5081  
101 Nanticoke Creek Parkway  
Townsend, Ontario  
N0A 1S0  
Fax:(519) 587-5112  
(519) 587-2231



Established by Order in Council 2271/81, August 6, 1981.

Haliburton-Kawartha and Pine Ridge District Health Council  
P.O. Box 544  
849 Alexander Court, Suite 210  
Peterborough, Ontario  
K9J 6Z6  
Fax:(705) 748-9600  
(705) 748-2992



Established by Order in Council 2858/75, October 15, 1975.

Halton District Health Council  
700 Dorval Drive, Suite 510,  
Oakville, Ontario L6K 3V3  
Fax:(905) 842-7131  
(905) 842-2120



Established by Order in Council 2123/76, July 21, 1976.



Hamilton-Wentworth District Health Council  
10 George Street, Suite 301  
Hamilton, Ontario  
L8P 1C8  
Fax:(905) 570-1202  
(905) 570-1441



Established by Order in Council 156/76, January 28, 1976.

Hastings & Prince Edward Counties District Health Council  
Suite 101, 375 Dundas Street West  
Belleville, Ontario  
K8P 1B3  
Fax:(613) 962-5130  
(613) 962-4660



Established by Order in Council 2685/91, December 6, 1991.

Huron/Perth District Health Council  
P.O. Box 40  
Stratford, Ontario  
NA 7M3  
Fax: (519) 348-4300  
(519) 348-4498



Kenora Rainy-River District Health Council  
P.O. Box 379  
104 Government Road  
Keewatin, Ontario  
P0X 1C0  
Fax:(807) 547-2094  
(807) 547-2028



Established by Order in Council 3590/75, December 23, 1975.

Kent County District Health Council  
75 Thames Street  
Chatham, Ontario  
N7L 1S4  
Fax:(519) 351-6583  
(519) 351-1162



Established by Order in Council 1152/76, April 28, 1976.

Kingston, Frontenac and Lennox and Addington District  
Health Council  
Suite 400  
471 Counter Street  
Kingston, Ontario K7M 8S8  
Fax:(613) 542-9223  
(613) 549-5253



Established by Order in Council 2712/81, September 18, 1981.

Lambton District Health Council  
265 North Front Street, Suite 401  
Sarnia, Ontario  
N7T 7X1  
Fax:(519) 337-9293  
(519) 337-5485



Established by Order in Council 1644/77, June 15, 1977.

Manitoulin-Sudbury District Health Council  
336 Pine Street  
Suite 300  
Sudbury, Ontario  
P3C 1X8  
Fax:(705) 675-2870  
(705) 675-5654



Established by Order in Council 1540/76, May 26, 1976.

Metropolitan Toronto District Health Council  
4141 Yonge Street  
Suite 200  
Willowdale, Ontario  
M2P 2A8  
Fax:(416) 222-5587  
(416) 222-6522



Established by Order in Council 2392/80, August 20, 1980.

Niagara District Health Council  
Box 1220  
1428 Pelham Street South  
Fonthill, Ontario L0S 1E0  
Fax:(905) 892-1593  
(905) 892-5771



Established by Order in Council 1274/75, May 7, 1975.

Nipissing Timiskaming District Health Council  
310 Algonquin Avenue  
North Bay, Ontario P1B 4W2  
Fax:(705) 494-9127  
(705) 494-9126



Established by Order in Council 2686/91, December 6, 1991.

Ottawa-Carleton Regional District Health Council  
955 Green Valley Crescent  
Suite 350  
Ottawa, Ontario K2C 3V4  
Fax:(613) 723-5162  
(613) 723-1440



Established by Order in Council 3153/73, December 21, 1973.

Peel District Health Council  
Plaza II, Suite 220  
350 Rutherford Road South  
Brampton, Ontario  
L6W 4N6  
Fax:(905) 455-5285  
(905) 455-4856



Established by Order in Council 624/77, March 9, 1977.

Renfrew County District Health Council  
12 International Drive  
R.R. 4  
Pembroke, Ontario  
K8A 6W5  
Fax:(613) 732-8719  
(613) 732-2335



Established by Order in Council 2688/91, December 6, 1991.

Rideau Valley District Health Council  
Box 487, 1 Abel Street  
Smith Falls, Ontario  
K7A 4T4  
Fax:(613) 283-3177  
(613) 283-6980



Established by Order in Council 936/77, March 30, 1977.

Simcoe County District Health Council  
Suite 216, Victoria Square  
11 Victoria Street  
Barrie, Ontario  
L4N 6T3  
Fax:(705) 734-9987  
(705) 734-9960



Established by Order in Council 1954/83, July 9, 1983.

Thames Valley District Health Council  
Suite 105, 100 Collip Circle  
London, Ontario  
N6G 4X8  
Fax:(519) 858-5016  
(519) 858-5015

Established by Order in Council 146/76, January 28, 1976.

Thunder Bay District Health Council  
1093 Barton Street  
Thunder Bay, Ontario P7B 5N3  
Fax:(807) 623-0355  
(807) 623-6131

Established by Order in Council 2545/74, October 2, 1974.

Waterloo Region District Health Council  
Waterloo Town Square  
75 King Street South, Suite 218  
Waterloo, Ontario  
N2J 1P2  
Fax:(519) 884-0445  
(519) 884-6390

Established by Order in Council 3328/77, November 30, 1977.

Wellington-Dufferin District Health Council  
Unit 118  
251 Woodlawn Road West  
Guelph, Ontario  
N1H 8J1  
Fax:(519) 836-7177  
(519) 836-7440

Established by Order in Council 1813/76, June 23, 1976.

West Muskoka/Parry Sound District Health Council  
17 James Street  
2nd Floor  
Parry Sound, Ontario  
P2A 1T4  
Fax:(705) 746-8156  
(705) 746-2123

Established by Order in Council 977/88, April 15, 1988.

York Region District Health Council  
1091 Gorham Street,  
Suite 300  
Newmarket, Ontario  
L3Y 7V1  
Tel. Toronto Line (416) 798-7213  
Fax:(905) 830-9903  
(905) 830-9899

Established by Order in Council 2687/91, December 6, 1991.

The District Health Councils are planning and advisory bodies responsible at arms length to the Minister of Health, established by Order in Council under the Ministry of Health Act. Councils research, identify and plan for district health needs, coordinate all health planning activities for the district, and cooperate in social development activities for the district.

There are 33 geographically defined councils representing all Ontario residents. Councils are composed of 15 to 19 volunteer members appointed by Order in Council for a maximum of two three-year terms. The membership is composed of consumer, provider and local government



representatives supported by a small secretariat. Councils are supported by a number of committees composed of council members and community provider and consumer members.

All 33 Councils are served by their provincial association, which may be contacted at the above address.

### **Common Records**

Workers' Compensation

### **General Classes or Types of Records**

Agendas and Minutes from Council and Council Committees

Health Planning Studies

Health Related Demographic Information

New/Expanded Health Services Programs - Proposals,

Review and Evaluation Documentation, Priority Ranking

Profile Information on Health Agencies/Services

Recommendations to the Minister of Health, Results of

Analysis of Health Service Plans

Special Project and Task Force Reports

### **Manuals**

District Health Council Bylaws/Operational Guidelines

District Health Council Administrative Manual

Ministry of Health New/Expanded Health Services Program

Proposal Guidelines

### **Personal Information Banks**

#### Council and Committee Members

Location: District Health Councils of Ontario. Legal

Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, as amended. Refer to list at front of this chapter for

Order-in-Council number. Information Maintained: Name, address, languages spoken and ethnic background, other voluntary and professional associations, professional and employment experience, telephone number. Uses: Process applications for renewal of Order-in-Council as members of

District Health Council by the ministry; monitor status of Order-in-Council; report on profile of council and committee membership. Users: Nomination Committee, council members and staff of the Minister's Office, and Health Planning Division of the Ministry of Health.

Individuals in Bank: Members of District Health Councils and councils' committees. Retention and Disposal: Not determined.

#### Council and Committee Nominees

Location: District Health Councils of Ontario. Legal

Authority: Ministry of Health Act, R.S.O. 1990, c.M.26 s.9. Refer to list at front of this chapter for Order in Council

number. Information Maintained: Name, address, languages spoken and ethnic background, other voluntary and professional associations, professional and employment experience, telephone number. Uses: Recruitment or renewal of applications by the ministry for membership to

council; monitor status of application. Users: Nomination Committee, council members and staff and staff of the Minister's Office in the Ministry of Health. Individuals in Bank: Applicants for District Health Council and committee membership. Retention and Disposal: Not determined.

#### Employment Application Inventory

Location: District Health Councils of Ontario. Legal

Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.9.

Refer to list at front of this chapter for Order-in-Council number. Information Maintained: None. Uses: Identify potential candidates for job competitions. Users: Council members, executive directors, senior staff. Individuals in Bank: Applicants for jobs with councils. Retention and Disposal: Not determined.

#### Personnel Records

Location: District Health Councils of Ontario. Legal

Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, as amended. Refer to list at front of this chapter for Order in

Council number. Information Maintained: Name, address, employee benefits and appraisals of work performance, payroll transactions, record of work attendance, work history. Uses: Record employee's work history,

payroll/benefits transactions, employees performance; identify staff training needs. Users: Management and financial staff, auditors. Individuals in Bank: Full-time,

part-time and contract staff of council. Retention and Disposal: Not determined.

# DURHAM COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Durham College of Applied Arts and Technology  
P.O. Box 385  
2000 Simcoe Street North  
Oshawa, Ontario  
L1H 7L7  
(905) 721-2000

## Access

Freedom of Information and Privacy Coordinator  
Durham College  
P.O. Box 385  
2000 Simcoe Street North  
Oshawa, Ontario  
L1H 7L7  
(905) 721-2000

A public reading room for the review of manuals and other information is open during the day and evening and is located in the college library, Oshawa.

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Durham College provides educational services to students and trainees in the areas of post-secondary and continuing education, apprenticeship and skills training.

Durham College is governed by a Board of Governors appointed by the Ontario Council of Regents and is organized into the following divisions: Access and Trades, Communications and Development, Continuous Learning, Finance and Administrative Services, Post-Secondary Programming, President's Office and Staff and Student Services.

## Access and Trades

The faculty administers government-sponsored programs such as the Ontario Training Strategy and the Canadian Job Strategy, and provides a variety of vocational assessment, skills training and academic upgrading programs. The faculty also administers the Innovation Services area (which offers expertise in new business development and expansion), the College Management Centre (which focuses on improving operational efficiency in small business) and Apprenticeship Programs.

## Common Records

FUTURES Program Applicants and Participants  
Innovation Centre Clients, Registrants and Users

Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Tests, Examinations and Assessments

## Communications and Development

The division is responsible for fund raising, alumni, communications, marketing and public relations.

## Continuous Learning

The division is responsible for the Productivity Improvement Centre, Management Centre, International Training and Night School Programming.

## Common Records

Tests, Examinations and Assessments

## Finance and Administrative Services

The division administers and controls all financial matters, cafeterias and facilities. Reporting to the Administrator are Financial Services, Payroll, Bookstore, Administrative Services, Administrative Computing, Physical Resources and Food Services.

## Common Records

Employee Personnel, Payroll and Benefits Records

## Manuals

Durham College Procedures Manual

## Post-Secondary Programming

The division is responsible for offering programming in Journalism; Public Relations; Advertising Administration; Interior Design; Graphic Arts; Early Childhood Education; Food and Beverage Management; General Studies; Business Administration; Legal Administration; Office Systems; Retail Management; Office Administration; Secretarial Studies; Engineering Technology; Industrial, Chemical, Electronic, Mechanical, Food and Drug Technologies; Transport; Nursing Assistant; Dental Assistant; Nursing; and Dental Hygiene.

## Common Records

Day Care Registrants  
Dental Clinic Patients  
Health and Medical Records  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

## Manuals

Chair's Handbook  
Continuing Education Chair's Handbook  
Extension Handbook



Instructor's Handbook  
Student Handbook

## **President's Office**

Appointed by and responsible to the Board of Governors, the President is Chief Executive Officer with full authority to manage and direct the business affairs of the college.

### **Manuals**

Durham College Policies Manual

## **Staff and Student Services**

The division coordinates the recruitment of staff; maintains employee records; coordinates staff promotions, transfers and terminations; and interprets and implements the collective agreements, grievance procedures and pay equity.

The division is also responsible for job placement services, the operations of the fitness complex, the library and the audio-visual department, financial aid, counselling and health services, vocational assessment, admissions, registration, marketing, alumni and public relations.

### **Common Records**

Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Graduate and Alumni Records  
Health and Medical Records  
Job Competitions and Applications  
Library Users Lists  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Workers' Compensation

## **The Board of Governors**

The board establishes goals and policies for the college and evaluates the results. The board is comprised of 12 external and four internal members. One external member serves as Chairperson.

### **Common Records**

Board of Governors Membership

### **General Classes or Types of Records**

Bylaws  
Minutes of Board and Standing Committees  
Policies

# ECONOMIC DEVELOPMENT, TRADE AND TOURISM

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## Head

Minister of Economic Development, Trade and Tourism  
8th Floor, Hearst Block  
900 Bay Street  
Toronto, Ontario  
M7A 2E1  
(416) 325-6900

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Economic Development, Trade and Tourism  
3rd Floor, Hearst Block  
900 Bay Street  
Toronto, Ontario  
M7A 2E1  
(416) 325-6512



A reading room for the review of manuals and other information is open during regular office hours on the third floor of the Hearst Block, 900 Bay Street, Toronto.

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The mandate of the Ministry of Economic Development, Trade and Tourism is to work with business in order to identify and achieve Ontario's economic development, trade, tourism and investment goals and to work within Government and other governments to remove impediments to doing business in Ontario.

The ministry's programs and activities focus on marketing Ontario's business image and trade, tourism and investment potential; removing barriers to investment, growth and job creation; encouraging entrepreneurship and enabling small- and medium-sized businesses to profit from the business climate; working with sectors to identify economic development priorities, including skills and infrastructure needs; promoting science and technology in industry; enabling rapidly growing innovative small- and medium-sized firms to improve their competitiveness and maintain their Ontario base; and working with financial institutions and informal investors to improve access to capital.

## Deputy Minister's Office

### Employment Equity Office

The Employment Equity Office provides strategic direction and technical support, and develops and coordinates the ministry's Employment Equity Program. The program's

goal is to improve the representation and employment status of aboriginal people, people with disabilities, members of racial minorities, women and francophones, and make the workplace more equitable for everyone.

## Common Records

Employment Equity Program

## French Language Services

The Office of the Coordinator of French Language Services formulates policy proposals and implementation plans to meet ministry and agency obligations under the French Language Services Act. The office also advises the Minister, Deputy Minister and senior staff on related issues; coordinates activities of ministry offices in developing services in French; liaises with francophone associations, municipalities and other levels of government; and disseminates information about availability of ministry services in French.

## Legal Services Branch

The Legal Services Branch staff, who are seconded to this ministry by the Ministry of the Attorney General, provides general legal services and counselling.

## Marketing and Public Affairs Branch

The mandate of the Marketing and Public Affairs Branch is to provide a comprehensive corporate marketing/communications program consistent with the ministry's strategic directions and priorities. The branch develops, in consultation with policy and program areas and the Minister's Offices, targeted, efficient and cost-effective marketing. The branch handles general inquiry calls about the ministry and assists the ministry in communicating and promoting its programs and services to the general public, the business community and the media. The Public Affairs unit is responsible for speeches, news releases, news conferences and both domestic and international media relations. The Marketing unit is responsible for planning and executing all advertising, publications, audio-visual presentations and special events. The Information Services unit of the branch is responsible for coordinating the corporate issues management system and the Minister's corporate correspondence system. This unit also coordinates the ministry's market research and supports internal and external communications activities.

## General Classes or Types of Records

Communications and Marketing Suppliers  
Publicity Mailing Lists



## Quality and Continuous Improvement Branch

The Quality and Continuous Improvement Branch designs, develops and facilitates the implementation of Continuous Improvement practices throughout the ministry in order to provide better service to the public. It also investigates various quality systems, analyses their applicability to the ministry and recommends features for adoption. It then acts as change agents to ensure implementation of the desired system.

### General Classes or Types of Records

Quality and Continuous Improvement Programs and Projects

## Corporate Resources Division

The Corporate Resources Division provides financial, human resources, information technology, administrative, audit, learning and continuous training, and freedom of information coordination services to support the ministry and certain of its agencies in delivering their programs and services.

### Common Records

Freedom of Information and Protection of Privacy Act  
Requests

### Manuals

Ministry Administration Manual

## Audit Services Branch

The Audit Services Branch, which has a dual responsibility to act in a consultative and audit role, provides internal audit services to the ministry and its agencies. The branch reviews and appraises financial, management and electronics data processing controls of the Ministry of Economic Development, Trade and Tourism's operational and program activities to ensure economy, efficiency and effectiveness.

## Finance and Administration Branch

The Finance and Administration Branch provides financial accounting and reporting, and general administrative services including the development of ministry policies and procedures.

Financial services include processing of suppliers' invoices, transfer payments, revenues, employees' expenses and charges from other ministries, financial control functions and production of Public Accounts reports.

Administrative services include purchasing and supply management; acquisition and design of office accommodation; coordination of telephone services; assets

management; duplicating, mail and courier services; coordination of ministry travel services and environmental initiatives.

### Common Records

Identity/Employee Card  
Parking Records  
Travel/Expense Accounts

## Human Resources Branch

The Human Resources Branch is responsible for the establishment of Human Resources policies and procedures, classification and compensation levels for ministry employees, staff recruitment, staff development, human resources planning, employee counselling, labour relations, and the maintenance of personnel, payroll and employee benefit records. Liaison is provided between the ministry, the Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

### Common Records

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
General Employment History and Payroll Information  
Grievances and Applications  
Job Competitions and Applications  
Medical Information (Personnel)  
Performance Management  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### Manuals

Employee Handbook

## Information and Technology Systems Branch

The Information and Technology Systems Branch supports and assists the ministry's staff by planning, implementing and maintaining cost-effective, high quality information and technology solutions that align with business strategies, priorities and objectives.

The branch coordinates the development of the ministry's information technology strategic plan, development and maintenance of corporate applications/databases, implementation of telecommunication facilities for local and wide area network, forms and records management; and provides information technology training and access to external databases.

**Manuals**

Records Management Manual

**Resources Secretariat**

The Resources Secretariat provides operational, program evaluation and budget planning services; monitors and reports on budget performance; and liaises with central agencies concerning the ministry's estimates, in-year financial reporting and resources requests.

**Financial and Business Services Division**

The Financial and Business Services Division serves to stimulate and lever private sector investment in Ontario by participating in major industrial projects and facilitating employee ownership.

**Strategic Investments**

The Strategic Investments office supports and coordinates government participation in strategic industrial investments by providing financial analysis, due diligence and case management for large capital projects. It also administers the Employee Ownership Program.

**General Classes or Types of Records**

Employee Ownership Program  
Manufacturing Recovery Program

**Policy Division**

The Policy Division develops, monitors and evaluates policies on matters related to economic development, industrial and sectoral issues, competitiveness, international and interprovincial trade, and science and technology. The division also provides support to the Minister and senior management in the coordination of ministry planning and other activities.

**Business Development Policy Branch**

The Business Development Policy Branch provides intelligence, advice and recommendations on policies and programs that promote Ontario's competitiveness. It represents the ministry in cross-government policy development initiatives and analyses trends that affect the competitiveness of Ontario firms, regions and sectors.

The branch also supports the participation of the Minister and senior ministry staff in government policy decision-making processes.

**General Classes or Types of Records**

Economic Indicators

**Industrial and Technology Policy Branch**

The Industrial and Technology Policy Branch's mandate is to develop, monitor and evaluate industrial and technology policies and programs within the Ontario government, with the objective of supporting economic development. Activities include supporting the internal policy process, ensuring effective representation of Ontario's interests within intergovernmental forums and assisting the private sector in improving its competitiveness.

**General Classes or Types of Records**

Industrial Structure Research  
R&D and Technology Data

**Trade Policy Branch**

The Trade Policy Branch works to strengthen the positions of Ontario's industries in international and interprovincial markets by coordinating Ontario's involvement in international and interprovincial trade negotiations and disputes; monitoring and advising on trade policy issues, including implications for the policy and program proposals of other ministries; and assisting ministries involved in specific disputes. The branch has two sections: Trade Relations and Trade Policy Coordination.

**General Classes or Types of Records**

Trade Policy Information Service

**Sector Development Division**

The Sector Development Division is responsible for enhancing the ability of the economy to compete and grow. To accomplish this, the division works with stakeholders in key sectors of the economy to improve the business climate, market the improvements domestically and internationally and enable businesses to take advantage of the improved business climate.

The division is comprised of three major branches: Sector Offices, Sector Coordination, and Small Business and Domestic Operations. Clients are key sectors, Ministry of Economic Development, Trade and Tourism (MEDTT) divisions and other ministries that also have sector responsibilities, innovative growth firms and small business.

**General Classes or Types of Records**

Client Account Management  
Opportunity Management System



## Sector Coordination Branch

The Sector Coordination Branch is responsible for the implementation of the sector development approach to economic development. In addition, the branch is responsible, in conjunction with central agencies, for the management of existing legal agreements under the discontinued Sector Partnership Fund (SPF). The branch liaises with, advises and assists other branches within the government that have sectoral responsibilities. The branch also provides specialized sectoral information and intelligence to other MEDTT branches, the Minister's Office, Cabinet Office, other Ontario ministries and the business public. Branch responsibilities are carried out through the Sector Coordination Section, the Sector Information and Intelligence Section and the Strategic Projects Coordination Section.

## Sector Coordination Section

The Sector Coordination Section works with Cabinet Office to coordinate and administer the Sector Partnership Funds (SPF). The SPF is a six-year, \$150 million fund, designed to move Ontario's economic sectors to higher value-added activities, thereby improving competitiveness. The fund promotes and assists the development of broadly endorsed strategies and initiatives.

The branch provides support in the strategic planning efforts of ministries with sectoral responsibilities, including the preparation of business cases supporting sector initiatives and aligning other sector activities with government policy direction.

### General Classes or Types of Records

Sector Partnership Fund  
Workplans and Sector Strategies

## Sector Information and Intelligence Section

The Sector Information and Intelligence Section provides a range of sector information/intelligence services to other staff in the division, others in the ministry and government and the business public. These services include the research and collection of information and intelligence, maintaining qualitative and quantitative information on Ontario's industrial sectors, and publishing and disseminating sector information.

## Strategic Projects Coordination Section

The Strategic Projects Coordination Section provides analysis, advice, support and coordination on a broad range of strategic projects related to sectoral development activities.

## Sector Offices

Sector Offices' clients include various sector organizations (industry and professional associations, labour organizations, research institutes, academia, etc.) and medium-to-large innovative growth companies.

The Sector Offices act as a catalyst to bring stakeholders together, support the development and implementation of sector strategies and initiatives, coordinate stakeholder and government input, and facilitate related policy development and approval processes. The offices are also a source of sector intelligence and expertise for internal and external clients and play an advocacy and support role vis-a-vis other relevant government activities.

Sector Offices have been established for the following sectors: Aerospace, Automotive, Consumer Goods, Construction and Consulting Engineering, Plastics, Chemicals and Machinery.

### General Classes or Types of Records

Sector Issues, Projects, Policies and Background Information

## Small Business and Domestic Operations

The role of the Small Business and Domestic Operations is to increase the level of entrepreneurial activity in Ontario and support the prosperity and growth of the province's innovative growth firms and communities.

## Business Start-Up Services

Business Start-Up Services offers services and self-help materials to enhance the management skills and planning capabilities of small business in Ontario, with focus on the start-up stage.

The Canada-Ontario Business Call Centre (in the Toronto area 416-954-4636 and in the rest of Ontario 1-800-567-2345) answers basic questions on business start-up and serves as an access point for information on federal and provincial government business programs. Seminars on starting a business, marketing and other subjects are presented on a regular basis throughout Ontario. Business Self-Help offices are staffed by knowledgeable general business consultants, capable of advising new and start-up businesses on key aspects of business planning.

### General Classes or Types of Records

Canada-Ontario Business Call Centre  
Small Business Publications  
Small Business Self-Help Offices  
Small Business Seminars

## Domestic Regional Offices

The Domestic Regional Offices provide consulting and delivery services to innovative, growth-oriented companies in the size range of 10 to 200 employees. They assist these companies to become more competitive, expand exports, increase investment and create jobs. Also, they work with communities and municipalities to promote economic renewal and development through undertaking strategic planning initiatives and facilitating community-supported projects.

## Innovative Growth Firm Support

The Innovative Growth Firm Support section administers the Technical Personnel Program and the Ontario Innovation and Productivity Service.

The Technical Personnel Program (TPP) assists manufacturing or service businesses, employing between 10 to 200 employees on a profit-centre basis, to hire a scientist, engineer technologist, technician or industrial designer.

The Ontario Innovation and Productivity Service (OIPS) assists viable, small-to-medium-sized, Ontario-based, innovative, growth companies to identify and overcome their "barriers to growth."

### General Classes or Types of Records

Ontario Innovation and Productivity Service  
Technical Personnel Program

### Manuals

Ontario Innovation and Productivity Service  
Technical Personnel Program

### Personal Information Banks

Ontario Innovation and Productivity Service

Location: Innovative Growth Firm Support. Legal

Authority: Ministry of Industry, Trade and Technology Act, R.S.O. 1990, c.M.27, s.3 and s.6. Information Maintained:

Name of proposed candidate, address, citizenship status, salary, social insurance number, telephone number, work and academic history. Uses: Evaluate person's suitability for the position being proposed for funding under the program. Users: Ministry regional consultants, Ontario Innovation and Productivity Service (OIPS) Manager and staff, members of the OIPS Review Board. Individuals in Bank: Individuals hired for employment by the program, applicants for positions funded by the program. Retention and Disposal: Indefinite.

Technical Personnel Program

Location: Innovative Growth Firm Support. Legal

Authority: Ministry of Industry, Trade and Technology Act, R.S.O. 1990, c.M.27, s.3 and s.6. Information Maintained: Name of proposed candidate, address, citizenship status,

salary, social insurance number, telephone number, work and academic history. May contain an employee performance report. Uses: Evaluate person's suitability for the position being proposed for funding under the program. Users: Ministry regional consultants, Technical Personnel Program (TPP) Manager and staff, members of the TPP Review Board. Individuals in Bank: Individuals hired for employment by the program, applicants for positions funded under the program. Retention and Disposal: Indefinite.

## jobsOntario Community Action Administration

The jobsOntario Community Action (jOCA) Administration unit provides support to the jOCA initiative, including maintaining project records, fund disbursement, results reporting and overall coordination. jobsOntario Community Action is a community economic development program, meant to encourage partnerships in community action which result in economic development and job creation.

The Administration unit also provides policy support for some municipal economic initiatives through liaison with communities within Ontario, the ministry's domestic offices, other Ontario government ministries and local businesses, to ensure community economic development and that related programs and services are effectively communicated and supported.

### General Classes or Types of Records

jOCA projects, applications, guidelines and news releases

### Manuals

Program Administrative Guide Program Assessment Guide

## Target Markets

Target Markets supports entrepreneurial initiatives for youth, aboriginals, ethnocultural communities, francophones, women and the disabled through training, financing and marketing activities.

The section is responsible for the development of entrepreneurship education among youth, including the Visions program for elementary schools. It loans students up to \$3,000 to start a summer business through the Student Venture Program.

### General Classes or Types of Records

Entrepreneurship Education

Student Venture Program

Various Associations (women, youth, ethnocultural, francophones)

Visions

Visions in Technology

Youth Venture Program (marketing activities)



## Technology and Communications Division

The Technology and Communications Division is responsible for leadership and promotion of economic-based science and technology in the province which reinforces Ontario's competitiveness and strengthens technology-based innovation. This includes promoting the "enabling effect" of technology and the information infrastructure in Ontario's economic transformation to a knowledge-based economy.

The Office of Science and Technology Awareness provides information to business, researchers and the public in order to better develop and use enabling technologies. It is undertaking specialized activity to increase Ontario's use and understanding of the information highway, and to increase science literacy and interest among the public and school children.

The "enabling effect" is a term used to describe the value added by the adoption of new technologies by business, government and institutions. Within the division, the Information Infrastructure Branch focuses on promoting the growth of the province's information infrastructure and the computing and telecommunications sectors. Technology Ontario supports research-intensive sectors such as biotechnology, microelectronics and advanced materials.

These enabling sectors have an impact upon, and are essential to, the advancement of virtually all other business and industrial sectors in the province.

### Information Infrastructure Branch

The mandate of the Information Infrastructure Branch is to enhance Ontario's economic and social development through accelerating the growth of, and access to, Ontario's information infrastructure, including communications networks and information industries.

The Infrastructure Office (416-326-9621) plans, manages, evaluates and promotes the development of the information highway in Ontario, including the delivery of the Ontario Network Infrastructure Program (ONIP). The office supports the development of the community radio sector in Ontario through delivery of the Community Radio Ontario Program (CROP). The office also provides leadership in the interministerial development and coordination of communications policy and regulation for the Ontario government. The Information Industries Office (416-326-9636) stimulates the development and implementation of strategies for the information industries, including the computing and telecommunications sectors by promoting and assisting private sector partnerships, alliances and initiatives. The office also provides internal government coordination and linkages with other ministries (e.g.

Education and Training, Health) to maximize the enabling effects of information technologies and to help build sector capabilities.

The Strategic Projects Office (416-326-9605) is responsible for research and analysis of statistical information on, and trends in, Ontario's information technology sectors and industries. The office provides administrative support and coordination of the activities of the Council for an Ontario Information Infrastructure. In addition, the office focuses on projects that develop the Ontario government as a model user of information technologies.

### General Classes or Types of Records

Community Radio Ontario Program  
Computing Sector Strategy  
Council for Ontario Information Infrastructure  
Information Industries  
Information Infrastructures  
Ontario Network Infrastructure Program  
Telecommunications Sector Strategy

### Technology Ontario

Technology Ontario's mandate is to strengthen technology-based innovation in Ontario and to facilitate the development of key research in enabling technology sectors within the Ontario economy. The branch also promotes and supports technology innovation, transfer and international collaborations, and encourages cooperation between business, university and government in leading-edge technology. The Office of Science and Technology Awareness (416-326-9602) promotes the benefits of science and technology awareness and the enabling effect to business, government and institutions.

The Office of Technology Development facilitates the development and implementation of strategies for enabling technology sectors by promoting and assisting private sector partnerships, alliances and initiatives. The enabling sectors with which Technology Ontario is working include design, advance materials, biotechnology and microelectronics.

The branch also provides and coordinates financial assistance and liaison with the Centres of Excellence and ORTECH Corporation, a Schedule III provincial agency. Other programs with funding from Technology Ontario include Industry Research Program, International Research and Development Agreements, Technical Personnel Program (416-314-8220) and University Research Incentive Fund (416-314-3867).

### General Classes or Types of Records

Baden Wuerttemberg Exchange Program  
Centres of Excellence Program  
Industry Research Program

International Research Programs  
ORTECH Corporation

## Tourism Division

The Tourism Division formulates policies, designs and executes major domestic and international marketing campaigns, delivers programs and services, and develops projects to support the competitiveness, growth and development of the tourism industry in Ontario.

### Agency Liaison Unit

The Agency Liaison Unit is responsible for policy, financial and program liaison with the ministry's tourism agencies and others as assigned by the Deputy Minister. In addition, the unit establishes and maintains an effective accountability relationship between each agency and the ministry within the scope of broader government policy. The tourism agencies are the Huronia Historical Parks, Niagara Parks Commission, Metro Toronto Convention Centre Corporation, Old Fort William, Ontario Place Corporation, Ottawa Congress Centre, St. Clair Parkway Commission and the St. Lawrence Parks Commission. The Tourism Division is also responsible for the Ontario Lottery Corporation.

### Tourism Marketing and Customer Service Branch

Tourism Marketing and Customer Service Branch is responsible for generating tourism revenues and increasing Ontario's competitiveness by creating consumer demand for Ontario tourism products/experiences. This is done by developing and executing consumer-driven marketing initiatives targeted at the individual tourist and travel trade sector, in the key markets of Ontario, the U.S. and selected European and Asian countries. Activities include media advertising, sales promotion, public relations, travel counselling (including toll-free lines and information centres), publications, cooperative marketing programs and marketing intelligence.

#### General Classes or Types of Records

- Advertising Projects
- Customer Feedback Program
- International Travel Trade (Overseas) Promotion
- MOST Program
- North American Promotions
- Publications and Source Material
- Research Statistics
- Research Studies and Profiles
- Tourism Development and Improvement

### Personal Information Banks

#### Tourist Establishments - Source Information (Tourism Division)

Location: Tourism Marketing and Customer Service Branch.

Legal Authority: Ministry of Industry, Trade and Technology Act, R.S.O. 1990, c.M.27, s.3 and s.6.

Information Maintained: Name, address, fee schedule, operating schedule, telephone number, type of establishment. Uses: Update publications; distribute literature and information on government programs. Users: General public using publications or making inquiries to the ministry. Individuals in Bank: Operators of tourist establishments providing information for publication. Retention and Disposal: Two years, then destroyed.

#### Travel Inquiries and Source Material

Location: Tourism Marketing and Customer Service Branch.

Legal Authority: Ministry of Industry, Trade and Technology Act, R.S.O. 1990, c.M.27, s.3 and s.6.

Information Maintained: Name, address, information and literature provided, method of contact, telephone number. Uses: Marketing, research and evaluation; publications; mailing lists. Users: Staff of Tourism Division. Individuals in Bank: Consumers contacting head office for travel information or responding to direct mail and advertising campaigns. Retention and Disposal: Two years, then destroyed.

### Ontario Travel Information

Ontario Travel Information offers Ontario travel counselling, customized-trip planning and some reservation services to the public; supplies information and publications on tourist attractions, accommodations, campgrounds, parks (including hiking trails, canoe outfitters), events, festivals, exhibitions, hunting, fishing, boating and skiing; distributes road maps; and reports on up-to-date ski and winter road conditions, campground vacancies and areas where autumn scenery can be enjoyed.

Twenty-four hour seasonally recorded reports are available by calling 416-314-0998 for alpine skiing, spring blossoms, campground vacancies and fall colours, or 416-314-0960 for cross-country skiing. The branch operates 12 travel information centres year-round. Six seasonal travel centres are open from mid-May to Labour Day. The travel centres are listed.

### Tourism Policy Branch

The Tourism Policy Branch develops provincial tourism strategies, policies, position papers and programs, provides research and information on tourism-related matters, and represents the ministry on strategic tourism issues. It monitors domestic and international tourism trends, and



recommends appropriate initiatives to increase the competitiveness of Ontario tourism and to address new and emerging issues.

### **General Classes or Types of Records** Assessment of Ontario's Tourist Industry Tourism Policy

## **Trade and Investment Marketing Division**

The Trade and Investment Marketing Division promotes and facilitates trade and the retention, attraction and expansion of investment in the Ontario economy, and encourages business immigration into the province. Coordination of international activities and development of a corporate government approach to international operations are also within the division's mandate.

### **International Relations and Protocol**

The Office of International Relations and Protocol provides policy advice on the Government of Ontario's international activities and the impact of foreign trends on provincial interest. The office identifies and advances Ontario's interests in the context of relations with federal departments responsible for international affairs, foreign countries and their diplomatic representatives in Ontario and subnational foreign jurisdictions and international organizations. The office also manages Ontario's International Disaster Relief Program.

The Office of Protocol (416-325-8510) provides management, operational and advisory services in organizing royal and official visits, business and trade delegations, special events, government conferences and hospitality functions. The office coordinates official visits to Ontario and organizes briefing sessions and industrial familiarization tours for diplomatic and consular representatives in Ontario. The office also advises senior government officials and the public regarding rules and guidelines of international protocol practices.

### **General Classes or Types of Records** Briefing Material (Premier's and Minister's travel abroad and visits of foreign dignitaries/delegations) Country Information Protocol Information

### **Investment Branch**

The Investment Branch is responsible for investment marketing and facilitating the provision of investment services to existing and prospective investors. The branch is engaged in marketing the province as a strategic investment

location, and provides one-stop shopping access to a range of services to international and domestic investors to Ontario, including persons making new investments, firms expanding their operations, foreign-controlled subsidiaries seeking world mandates and firms seeking to import new technologies and business immigrants.

## **Business Immigration Services**

The Government of Ontario participates with the Government of Canada to encourage international business people to immigrate and invest their entrepreneurial expertise, technical skills and investment capital in Ontario's economy through the Business Immigration Program. Individuals must meet the various requirements set out in Canada's Immigration Act and Regulations. Business Immigration Services helps business immigrants by providing information to assist them in both personal and business settlement, including the identification of specific business opportunities. The Investment Branch also hosts multilingual seminars on Doing Business in Ontario. Information seminars are held every Tuesday for individuals who are interested in immigrating to Ontario under the Business Immigration Program.

### **General Classes or Types of Records** Business Immigration Program

### **Personal Information Banks**

#### Business Immigration

Location: Business Immigration Services. Legal Authority: Ministry of Industry, Trade and Technology Act, R.S.O. 1990, c.M.27, s.3 and s.6. Information Maintained: Name, Name, address, country of residence, address, country of last permanent residence, age, language, qualifications, business experience, family data, personal net worth, last overseas address, date of landing in Canada, place and name of business establishment created in Ontario. Uses: Record immigrants who are seeking to come, or who have come to Ontario, and immigrants whose entry to join an Ontario company is being or has been facilitated; record general enquiries to the Business Immigration Program. Users: Ministry consultants. Individuals in Bank: Clients. Retention and Disposal: Fifteen months to eight years, then destroyed; select files transferred to archives.

## **Investment Business Opportunities Development**

Investment Business Opportunities Development identifies Ontario investment opportunities, in conjunction with local economic developers, the federal government and the private sector. Investment intelligence in targeted sectors and markets serves to generate investment leads.

In addition, a client account management system provides a framework for acquiring investment intelligence from and providing investment services to over 100 Ontario subsidiaries.

#### **General Classes or Types of Records**

Investment Event/Marketing Project Files

#### **Investment Promotion**

Investment Promotion plans, facilitates and implements international investment attraction events in Ontario's priority markets to help build an image of Ontario as a strategic investment location and promote the province's locational and sectoral competitive advantages.

#### **Investor Servicing**

Investor Servicing provides comprehensive, one-window investor servicing for domestic and international investors involved in manufacturing and tradeable services.

The service includes timely, client-specific information on Ontario's business opportunities, business climate, regulations, costs, markets, labour (skills availability and cost), infrastructure, lifestyle, and federal, provincial and local business assistance programs, as well as municipal and site data.

The service also provides, on behalf of investors, liaison and advocacy support with federal, provincial and local government agencies to facilitate approvals processes and access assistance programs.

Ontario firms also receive counsel and brokerage services concerning strategic alliances.

#### **General Classes or Types of Records**

Company Files

Company/Client Information

Industrial Plant Location System Files

#### **Municipal Relations**

Municipal Relations works with Ontario municipalities and regions in the area of trade and investment. The section provides a liaison function with regional and provincial municipal organizations such as the Economic Developers Council of Ontario, the Federation of Canadian Municipalities, the Greater Toronto Area Economic Development Partnership, Ontario East Economic Development Commission and other regional economic development corporations.

#### **General Classes or Types of Records**

Municipal Background Information

## **Agencies**

### **Development Corporations**

The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC) and Northern Ontario Development Corporation (NODC) encourage and assist in the development and diversification of Ontario industry by providing financial assistance through bank guarantees and term loans; sites, facilities and services in research and industrial parks; and technical, business and financial information and advice. Tourism operations, secondary manufacturing industries and selected service industries may avail themselves of this service. Financial assistance is available for establishing new operations, expanding existing ones, buying pollution control and energy-saving equipment, export financing and initial production of new high technology products. Contact the corporations' head office or appropriate field office for further information. Innovation Ontario Corporation is part of the Development Corporations of Ontario and is described separately.

#### **General Classes or Types of Records**

Client Insurance

Financial Advice and Services

Industrial Park Maintenance and Leases

Loan Cases (industry, small business, tourism and export support)

#### **Manuals**

Industrial Parks Procedures

#### **Personal Information Banks**

##### Aboriginal Business Ventures Loans - Borrowers Registration System

Location: Development Corporations. Legal Authority: The Development Corporations Act, R.S.O. 1990, c.D.10, s.12 and s.13. Information Maintained: Name, address, business experience, citizenship status, date of birth, education, gross annual income, home telephone number, most recent employer, personal finance and creditors, province of residence, sex, social insurance number. Uses: Provide a database of borrowers registered in the Aboriginal Business Ventures Loan program, ensure that borrowers receive one loan only. Users: Section consultants, ministry legal staff, Central Collection Branch (Management Board Secretariat). Individuals in Bank: Successful applicants who are Ontario residents and residents of one of the three First Nations Communities of Akwesasne, Moose Factory, Manitoulin Island and North Shore, aged 18 or older with a valid social insurance number. Retention and Disposal: Approved loans - 12 years after approval, then destroyed; select files transferred to archives. Applications not approved - 2 years



after decision, then destroyed; select files transferred to archives.

#### Youth Ventures Loans - Borrowers Registration System

Location: Development Corporations. Legal Authority: The Development Corporations Act, R.S.O. 1990, c.D.10, s.12 and s.13. Information Maintained: Name, address, business experience, business review, correspondence, date of birth, education, home telephone number, income statements, loan contract, personal finance and creditors, province of residence, rating sheet, sex, social insurance number. Uses: Provide a database of borrowers registered in the Youth Venture Loan Program; ensure that borrowers receive one loan only. Users: Section consultants, ministry legal staff, Central Collection Branch (Management Board Secretariat). Individuals in Bank: Successful applicants who are Ontario residents aged 18 to 29 years old, not going to school full-time and who are eligible to work in Canada. Retention and Disposal: Approved loans - twelve years after approval, then destroyed; select files transferred to archives. Applications not approved - two years after decision, then destroyed; select files transferred to archives.

### **Huronian Historical Advisory Council**

The Huronia Historical Advisory Council is a legislated board composed of up to 12 Ontarians, with a common interest in preserving cultural heritage as well as the development of tourism in the area. The council advises the Minister of Economic Development, Trade and Tourism on matters respecting Sainte-Marie Among the Hurons, Midland and Discovery Harbour, Penetanguishene and generally on matters promoting history, culture and tourism of the area of Ontario known as "Old Huronia" - defined as a region bound by Collingwood, Barrie, Orillia and Georgian Bay.

#### **Personal Information Banks**

##### Huronian Historical Advisory Council

Location: Huronia Historical Advisory Council. Legal Authority: Ministry of Industry, Trade and Technology Act, R.S.O. 1990, c.M.27, s.3 and s.6; Historical Parks Act, R.S.O. 1990, c.H.9, s.4 (which incorporates by reference parts of the Provincial Parks Act, R.S.O. 1990, c.P.34, s.7). Information Maintained: Name, Curriculum vitae, address, correspondence concerning committee members, related information. Uses: Maintain a record of council membership. Users: Minister's office staff. Individuals in Bank: Committee members. Retention and Disposal: Not determined.

### **Innovation Ontario Corporation**

Innovation Ontario Corporation (IOC), as part of The Development Corporations of Ontario, assists early stage,

technology-based firms to grow and expand by providing financial assistance via patient capital investments.

IOC may invest up to \$1 million in technology-based companies. This participation often reassures and encourages traditional lenders, making private sector financing more likely to be secured. The corporation may take back common and/or preferred shares, royalty agreements and convertible debentures for its investments.

Initial investments of \$200,000 to \$500,000 are available to clients, with follow-on investments, aggregating to a total of \$1 million per company in accompaniment with other investors, as the company grows. After an investment is made, the corporation retains ongoing interest until the business reaches a point where it can attract sufficient private sector investment to ensure sustained growth and profitability. At that point, IOC is prepared to sell its investment at a fair market value.

Financial participation is only considered when a client provides a clear strategy for divestment. This facilitates the transition to private sector participation while at the same time protecting the integrity of public funds.

Innovation Ontario does not provide grants.

#### **General Classes or Types of Records** Requests for Investment

### **Old Fort William Advisory Committee**

The Old Fort William Advisory Committee is a legislated board of up to 11 persons that advises the Minister of Economic Development, Trade and Tourism on the development and operation of the site, liaison with other organizations promoting the history, culture and tourism of northwestern Ontario, and the relationship of the fort with other agencies and sites in Ontario having similar objectives and activities in the heritage field.

#### **Personal Information Banks**

##### Old Fort William Advisory Committee Members

Location: Old Fort William Advisory Committee. Legal Authority: Ministry of Industry, Trade and Technology Act, R.S.O. 1990, c.M.27, s.3 and s.6; Historical Parks Act, R.S.O. 1990, c.H.9, s.4 (which incorporates by reference parts of the Provincial Parks Act, R.S.O. 1990, c.P.34, s.7). Information Maintained: Name, Name, address, correspondence concerning committee members, related information. Uses: Maintain a record of council membership. Users: Minister's office staff. Individuals in Bank: Committee members. Retention and Disposal: One year after file closed, then destroyed.

## Ontario Aerospace Corporation

The Ontario Aerospace Corporation is responsible for the management of Ontario's investment in de Havilland in accordance with various agreements between Ontario, Bombardier and the federal government. The corporation ensures that the Minister and other appropriate government members are kept advised of relevant developments and provides support to Ontario's directors on the board of de Havilland Holdings Inc.

## Ontario Casino Corporation

The Ontario Casino Corporation (OCC) follows the ministry goal of stimulating economic activity. The OCC runs commercial casinos (Casino Windsor, Northern Belle Casino, and the casinos under development on the Chippewas of Rama First Nation lands and in Niagara Falls) efficiently, effectively and in terms of profitability, customer service and high quality products and services. With the exception of regulation, the corporation represents the Ontario government in all matters concerning permanent commercial casinos.

### General Classes or Types of Records

Casinos - Development and Operations

## Ontario International Trade Corporation

The Ontario International Trade Corporation (OITC) is the province's lead trade promotion agency. It offers a range of programs and services for Ontario companies - from basic export education and consulting to the development of consortia for international projects where the role of government is essential for success. OITC offers one-window access to help Ontario companies pursue international leads and expand export markets.

## Capital Projects

Capital Projects assists suppliers of professional services and capital goods in securing international contracts. With an extensive network of private sector contacts in Ontario and abroad, Capital Projects plays a key role in forming consortia of Ontario companies to compete for international projects.

### General Classes or Types of Records

OITC Company Capabilities Database

## Trade Development

Trade Development offers a comprehensive range of export education and consulting services, which are designed to increase export awareness and capability for both new and existing exporters. Trade Development comprises two departments: Client Marketing Services and Export Marketing Services.

### General Classes or Types of Records

Company/Client Information

Incoming Buyers/Delegations

Trade Expansion Fund

Trade Missions, Exhibitions and Workshops

## Ontario Place Corporation

Ontario Place Corporation, a Schedule I agency, is a major provincial and local tourist attraction, and showcases excellence in the performing arts, entertainment technology and recreation. In a 96-acre waterfront, urban park setting in the municipality of Metropolitan Toronto, Ontario place provides a wide variety of attractions, programs and services which stimulate significant local and regional economic activity, and contributes to the quality of life of residents and tourists alike. There is no site admission charge except during event days and the Canadian National Exhibition. Many programs and facilities, such as the Children's Village, are free, while others have moderate user fees. Ontario Place Corporation receives approximately 25% of its operating funding from the province.

### Common Records

CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Employment Application Inventory

Employment Equity Program

General Employment History and Payroll Information

Grievances and Applications

Identity/Employee Card

Job Competitions and Applications

Medical Information (Personnel)

Ombudsman/Human Rights Commission

Performance Management

Travel/Expense Accounts

Workers' Compensation

### General Classes or Types of Records

Concessions

Finance and Administration

Maintenance and Construction

Programs and Entertainment

### Personal Information Banks

Boaters - Ontario Place

Location: Ontario Place Corporation. Legal Authority:

Ontario Place Corporation Act, R.S.O. 1990, c.O.34, s.8.

Information Maintained: Name, address, contract, details of boats, passes. Uses: Collect fees; mail applications; issue passes. Users: Administrative and internal audit staff.

Individuals in Bank: Boaters renting space from the Ontario Place Marina. Retention and Disposal: Two years, then destroyed.



**Contracts and Agreements - Ontario Place**

Location: Ontario Place Corporation. Legal Authority:

Ontario Place Corporation Act, R.S.O. 1990, c.O.34, s.8.

Information Maintained: Name, personal and financial information related to all contracts and agreements, address.

Uses: Reference, future planning, negotiating agreements.

Users: Management staff. Individuals in Bank: Entertainers, performers, consultants, concessionaires, research participants, promoters. Retention and Disposal: Eight years, then destroyed.

**Customer Complaints - Ontario Place**

Location: Ontario Place Corporation. Legal Authority:

Ontario Place Corporation Act, R.S.O. 1990, c.O.34, s.8.

Information Maintained: Names and addresses. Uses:

Operational assessment. Users: Management, supervisory staff.

Individuals in Bank: Individuals registering service complaints at Ontario Place. Retention and Disposal: Three years, then destroyed.

**Incidents and Occurrences - Ontario Place**

Location: Ontario Place Corporation. Legal Authority:

Ontario Place Corporation Act, R.S.O. 1990, c.O.34, s.8.

Information Maintained: Names and addresses of individuals involved in accidents, complaints, description of injuries, parking violations and other unlawful or prohibited activities, public disturbance, trespass, vandalism. Uses:

Operational assessment; potential litigation. Users: Management, supervisory staff, Ontario Provincial Police, Metro Police, government and Risk Management staff, insurance adjusters. Individuals in Bank: Park visitors, staff. Retention and Disposal: Six years, then destroyed.

**Market Research Surveys - Ontario Place**

Location: Ontario Place Corporation. Legal Authority:

Ontario Place Corporation Act, R.S.O. 1990, c.O.34, s.8.

Information Maintained: Names and addresses of volunteer survey respondents. Uses: Possible follow-up research out-of-season. Users: Management, support staff.

Individuals in Bank: Park visitors. Retention and Disposal: Two years, then destroyed.

**Seasonal Passes - Ontario Place**

Location: Ontario Place Corporation. Legal Authority:

Ontario Place Corporation Act, R.S.O. 1990, c.O.34, s.8.

Information Maintained: Names and addresses of season-pass recipients. Uses: Pass distribution; corporation mailings; statistical reports. Users: Management, support staff. Individuals in Bank: Service people, sponsors, government officials, board members, business associates. Retention and Disposal: Five years, then destroyed.

**Ontario Telephone Service Commission**

The Ontario Telephone Service Commission (OTSC) is a provincial quasi-judicial regulatory body established under

the Telephone Act and responsible for hearing certain applications filed by telephone systems in the province.

The commission's regulatory scope was considerably reduced in 1994. Before April 1994, the commission regulated the services and service rates of 29 independent telephone systems in Ontario. As a result of a Supreme Court of Canada decision in April 1994, that regulatory power was lost at the provincial level. Now, all telephone systems in Ontario are regulated by the federal Canadian Radio-television and Telecommunications Commission (CRTC).

The OTSC retains some limited powers, principally the authority to make orders related to subscriber-owned telephone systems.

**General Classes or Types of Records**

Applications related to subscriber-owned telephone systems  
Records related to applications

**St. Lawrence Parks Commission**

The St. Lawrence Parks Commission, a Schedule I agency, operates and maintains 12 day use parks and campgrounds, a marina, a golf course, parkways (Long Sault Parkway, Thousand Islands Parkway) and historic sites from Glengarry Park near the Ontario-Quebec border to Adolphustown Park, 51 km west of Kingston. Historic sites include Fort Henry at Kingston and Upper Canada Village, 11 km east of Morrisburg. The commission also maintains a migratory bird sanctuary, the Queen Elizabeth Gardens, paved air strip, nature trails, Pioneer and Loyalist Memorials, and winter recreation facilities for cross-country skiing, ice fishing, snowmobiling, tobogganing and snowshoeing. The summer operating season for most attraction facilities is mid-May to mid-October. Off-season programs are offered at various times at both Upper Canada Village and Fort Henry. Adult workshops and educational programs for school groups are also available. The St. Lawrence Parks Commission's facilities are available for private, public, corporate and convention functions.

**Common Records**

CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Employee Personnel, Payroll and Benefits Records

Employment Application Inventory

Employment Equity Program

Freedom of Information and Protection of Privacy Act  
Requests

Grievances and Applications

Identity/Employee Card

Job Competitions and Applications

Medical Information (Personnel)

Ombudsman/Human Rights Commission  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

#### **General Classes or Types of Records**

Historical and Research Files  
Marketing and Promotion  
Operation and Maintenance  
Program Operation and Delivery

#### **Manuals**

Commissioners' Manual  
Employee Orientation Guide  
Financial and Administrative Policy and Procedure Manual  
Fort Henry Standard Operating Procedures  
St. Lawrence Parks Commission Personnel Manual  
Visitor Services Manual

#### **Personal Information Banks**

##### Camping and Vehicle Permits and Reservations

Location: St. Lawrence Parks Commission. Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.S.24, s.5. Information Maintained: Name, address, vehicle licence number. Uses: Reserve campsites; authorize permit holders and members of party to occupy the designated campsite until the departure date; emergency or enforcement purposes. Users: Park workers, park superintendents, finance staff. Individuals in Bank: Individuals reserving or occupying campsites within the St. Lawrence Parks Commission. Retention and Disposal: Seven years, then destroyed.

##### Contracts and Agreements

Location: St. Lawrence Parks Commission. Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.S.24, s.5. Information Maintained: Name, address, personal and financial information related to contracts and agreements, telephone number. Uses: Maintain a record of contracts and agreements. Users: Management staff. Individuals in Bank: Concessionaires, land users, contractors, consultants. Retention and Disposal: Eight years after termination, then destroyed.

##### Customer Comment Cards

Location: St. Lawrence Parks Commission. Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.S.24, s.5 as amended by S.O. 1993, Chapter 16, c.4. Information Maintained: Names, addresses and comments. Uses: Operational assessment. Users: Management, supervisory staff. Individuals in Bank: Individuals returning customer comment cards. Retention and Disposal: One year, then destroyed.

##### Incident and Accident Records

Location: St. Lawrence Parks Commission. Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.S.24, s.5. Information Maintained: Name, address, lawyer's name and address, medical information insurance company name and address, telephone number. Uses: Record incidents and accidents involving Ontario government vehicles and facilities. Users: Managers, security and first-aid officers. Individuals in Bank: Commission employees, private citizens. Retention and Disposal: Seven years after settlement, then destroyed.

##### Land Management

Location: St. Lawrence Parks Commission. Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.S.24, s.5. Information Maintained: Name, address, building permit number, easements, inspection reports, lease number, property description, telephone number, township bylaws. Uses: Maintain a record of all transactions and existing land ownership of commission. Users: Planning and Design Office. Individuals in Bank: Property owners, municipalities. Retention and Disposal: Twenty-five years or on expiry date of permit, then destroyed.

##### Marina Boaters

Location: St. Lawrence Parks Commission. Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.24, s.5. Information Maintained: Name, address, insurance company and policy number, licence number, telephone number. Uses: Collect fees; mail applications for docking and storage. Users: Administrative and marina staff. Individuals in Bank: Boaters renting space from the Crysler Park Marina. Retention and Disposal: Two years, then destroyed.

##### Market Research Surveys/Focus Group Results

Location: St. Lawrence Parks Commission. Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.S.24, s.5 as amended by S.O. 1993, Chapter 16, c.4. Information Maintained: Survey responses, results from focus group sessions. Uses: Possible follow-up research. Users: Management, support staff. Individuals in Bank: Names and addresses of voluntary respondents and/or participants. Retention and Disposal: Two years, then destroyed.

##### Season Passes

Location: St. Lawrence Parks Commission. Legal Authority: St. Lawrence Parks Commission Act, R.S.O. 1990, c.24, s.5. Information Maintained: Name, address, driver's licence number, telephone number. Uses: Authorize pass holders to use commission facilities. Users: Commission staff. Individuals in Bank: Pass holders. Retention and Disposal: One year, then destroyed.



## EDUCATION AND TRAINING

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### Head

Minister of Education  
22nd Floor, Mowat Block  
900 Bay Street  
Toronto, Ontario  
M7A 1L2  
(416) 325-2600

### Access

Freedom of Information and Privacy Coordinator  
3rd Floor, Mowat Block  
900 Bay Street  
Toronto, Ontario  
M7A 1L2  
(416) 325-4143



A public reading room for the review of manuals and other information is open during regular hours on the 13th Floor of the Mowat Block, 900 Bay Street, Toronto.

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The Ministry of Education and Training has an important role as an advocate for learners because it sets the direction for education policy in schools, colleges and universities. The ministry promotes learning through a province-wide network of education and training programs.

The ministry provides guidelines for learning programs across Ontario. In elementary and secondary education, ministry responsibilities include: the certification of teachers, the development of curriculum guidelines, the monitoring and evaluation of programs, the approval of textbooks and the setting of diploma and certificate requirements. The ministry also makes regulations to govern the school year and school holidays, the organization of schools and the duties of teachers and school board officials.

Every year, the ministry provides capital and operating grants to local school boards, colleges and universities, and administers a financial assistance program for postsecondary students. It provides services at provincial schools for blind and deaf students, and offers correspondence courses through the Independent Learning Centre.

The ministry approves programs offered by colleges of applied arts and technology, and is responsible for their overall governance. The ministry also provides funding to Ontario universities and gives them degree-granting authority.

### Manuals

Educational Computing Network of Ontario (ECNO)  
Human Resources Reference Guide for Employees

## Deputy Minister's Office

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Job Competitions and Applications  
Travel/Expense Accounts

### Communications and Marketing Branch

The Communications and Marketing Branch provides communications and marketing advice and support to the Minister and Deputy Minister. It works with senior ministry personnel to identify, develop and implement a variety of communications programs for the education and training communities and the public. Services include media relations, answering phone inquiries from the public, writing and producing a variety of public information publications, managing the preparation of responses to Minister's and Deputy Minister's correspondence, coordinating special events and coordinating advertising for the ministry.

### Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
General Employment History and Payroll Information  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts

### General Classes or Types of Records

News Releases  
Newsletters  
Photographs  
Speeches

### Employment Equity Office

The Employment Equity Office is responsible for the development and the strategic coordination of Employment Equity in the Ministry of Education and Training and the Ontario Training and Adjustment Board (OTAB). Key aspects of the office's mandate include program design, monitoring, evaluation and training. The Employment Equity Office provides close support to the Organization Development and Services Division on the integration of employment equity principles into all human resource management systems.

The Employment Equity Office also provides operational support to the managers and staff of the ministry and OTAB

in areas such as workforce analysis, workforce impact implications, employment equity fund access and employment accommodation issues.

### **Common Records**

Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Performance Management  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Briefing Note Files  
Program and Projects - General

### **Manuals**

Employment Accommodation Manual  
Employment Equity Overview Facilitators Guide  
Employment Equity Overview Participants Handbook  
Outreach Recruitment Directory  
The OPS Accelerated Employment Equity Program

## **Freedom of Information and Privacy Office**

The Information and Privacy Coordinator is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Education and Training, its regional offices and affiliated agencies. This office responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to collecting and releasing information. A public reading room for the review of manuals and other information is available during regular office hours on the 13th floor of the Mowat Block.

### **Common Records**

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Performance Management  
Professional Development  
Travel/Expense Accounts

### **General Classes or Types of Records**

Legal (Affidavit, Agreement, Amendments, Legal Opinions, Reg.s)

### **Manuals**

FOI Tracking System Manual, Vol. 2.0  
Freedom of Information Administration  
Freedom of Information and Privacy Administration Manual  
Freedom of Information and Privacy Procedures Manual

## **Anti-Racism, Access and Equity Division**

The Anti-Racism, Access and Equity Division plays a leading role in ensuring that policy and practice within the ministry are consistent with the goals of eliminating discrimination and inequality in education and employment, and building an inclusive, fair and accessible system of lifelong learning. The division develops policies, curriculum and other initiatives that concern anti-discrimination education and equal opportunity in the workplace, and facilitates their implementation. It works closely with the regional offices of the ministry and other ministries and government agencies, as well as teachers' federations, educational institutions, community organizations, and professional groups and agencies.

The division is also responsible for community education, including initiatives that deal with children and youth, the development of policies and initiatives on the prevention of violence in the school and the home and the delivery of the Ontario Student Assistance Program (OSAP) and related programs.

### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Travel/Expense Accounts

### **General Classes or Types of Records**

Minutes from Associations

## **Access and Equity Team**

The Access and Equity Team's (AET) mandate is to promote social justice objectives for all learners, especially young children, students in transition from school to work or postsecondary education/training and adults. This objective is pursued via a range of educational and support activities such as: early literacy initiatives, career education partnerships and second language training for adult immigrants.

The AET has two units, which work in close collaboration with the rest of the Anti-Racism, Access and Equity Division, MET/OTAB, and partnership with other provincial ministries and community associations: Career and Adult Education Group and Community Education Group.

### **Common Records**

General Employment History and Payroll Information  
Travel/Expense Accounts

### **General Classes or Types of Records**

Institutional Files - Colleges and Universities



## Student Affairs Team

The Student Affairs Team administers programs that offer financial assistance, in the form of loans or bursaries, to Ontario students studying at approved colleges, universities and private postsecondary institutions. Five plans as follows are operated under the Ontario Student Assistance Program (OSAP): the Canada Student Loans Plan, Ontario Student Loans Plan, Ontario Special Bursary Plan, Ontario Work-Study Plan and the Part-Time Canada Student Loans Plan.

Non-repayable bursaries are also available for students with disabilities to help cover education-related costs required because of the disability. A non-repayable bursary is also available to help students with child care costs.

The Ontario Student Loans Plan Loan Forgiveness Program is also available to help students reduce their debt loads.

The team awards fellowships or scholarships for outstanding university graduate work: the Ontario Graduate Scholarship, Sir John A. Macdonald Graduate Fellowship in Canadian History and the Ontario-Quebec Exchange Fellowship. The team also administers two special scholarships: the William G. Davis Student Award for children of Crown employees and the Aird Scholarship for individuals with disabilities.

Students should apply through the Financial Aid Office located at the post-secondary institution they plan to attend. Students attending private or out-of-province institutions should contact the Thunder Bay Office.

## Common Records

### CORPAY

Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Library Users Lists  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Parking Records  
Performance Management  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Travel/Expense Accounts

Vocational Testing and Counselling  
Workers' Compensation

## Manuals

Aird Scholarship  
Bursary Program for Teachers in French Language  
Instructional Units  
Claims Processing  
Data Control Area Manual  
Disaster Recovery Manual  
Fellowship for Studying in French  
Image Section Manual  
John Charles Polanyi Prizes  
OSLP Guidelines  
OSLP Interest Relief Plan  
Ontario Graduate Scholarship  
Ontario Special Bursary Plan  
Ontario Student Assistance Program - Policies and Procedures  
Ontario Student Assistance Program - Edit Manual  
Ontario-Quebec Exchange Fellowship Program  
Queen Elizabeth II Scholarship  
Sir John A. Macdonald Graduate Fellowship in Canadian History  
Systems Housekeeping Manual  
Teachers' Summer Bursary Program  
William G. Davis Student Award

## Personal Information Banks

### Aird Scholarship

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, career goals, citizenship, confidential letters of recommendation, education, extra-curricular activities and interests, medical certificate, nature of disability, physicians' letters, residence history, sex, social insurance number. Uses: Determine eligibility for scholarships. Users: Staff and management of the Student Support Branch, selection committee members, Ministry of Intergovernmental Affairs staff and management. Individuals in Bank: Physically disabled students seeking financial assistance for studies at a recognized postsecondary institution. Retention and Disposal: Four years, then destroyed.

### Bursary Program for Teachers in French Language Instructional Units

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, and proof of registration at university, course results, date of issue of Ontario Teaching Certificate or Letter of Standing, level of teaching, name of principal, name of school, name of school board, proposed course and language of instruction, sex, social insurance number, telephone number. Uses: Determine eligibility for financial assistance of teachers

taking university credit courses leading to first degree.

Users: Staff and management of the Student Support Branch, French Language Education, Ministry of Education and Training. Individuals in Bank: Teachers seeking financial assistance. Retention and Disposal: Five years, then destroyed; select files to archives.

### Fellowships for Studying in French

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, citizenship, date of birth, education, etc, language of instruction, mother tongue, name of institution, other activities work, other financial assistance, preferred language of correspondence, proposed program of study, residence history, sex, social insurance number, telephone number, transcripts, travel. Uses: Determine eligibility for financial assistance. Users: Staff and management of Student Support Branch, selection committee members. Individuals in Bank: Students seeking financial assistance for postsecondary studies in French. Retention and Disposal: Five years, then destroyed; select files to archives.

### John Charles Polanyi Prizes

Location: Student Affairs Team. Legal Authority: Order-in-Council 3285/86. Information Maintained: Name, address, discipline area, social insurance number, sponsoring university. Uses: Provide award. Users: Staff and management of Student Support Branch. Individuals in Bank: Prize winners. Retention and Disposal: Four years, then destroyed.

### Ontario Graduate Scholarship Selection Board

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, expenses of past and present board members, institution, telephone number. Uses: Select board and panel members. Users: Student Support Branch staff and management, selection board members. Individuals in Bank: Faculty members at Ontario universities seeking appointment to selection board or panels. Retention and Disposal: Not determined.

### Ontario Restricted List (grant overpayments and loan defaults)

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, amount of default, date restriction placed, reason for restriction, social insurance number. Uses: Determine eligibility for financial assistance. Users: Student Support Branch staff. Individuals in Bank: Students overpaid by student assistance programs or who have defaulted on loan repayments and grant overpayments. Retention and Disposal: Not determined.

### Ontario Special Bursary Plan

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.

Information Maintained: Name, address, work history, date of birth, education, income, marital status, number of children, residence history, sex, social insurance number. Uses: Determine eligibility for the Ontario Special Bursary Plan. Users: Student Support Branch staff and Financial Aid Office staff at post-secondary institutions. Individuals in Bank: Students seeking financial assistance for academic upgrading programs or part-time courses at postsecondary institutions. Retention and Disposal: Five years, then destroyed; select files to archives.

### Ontario Student Assistance Program

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, date of birth, education and employment history, income of applicant, marital status, parents, residency status, social insurance number, sponsors, spouse. Uses: Determine eligibility for the Ontario Study Grant Plan, the Canada Student Loans Plan, or the Ontario Students Loans Plan. Users: Branch staff. Individuals in Bank: Students seeking financial assistance. Retention and Disposal: Ten years, then destroyed.

### Ontario Student Assistance Program - Private Vocational and Out-of-Province Students

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, age, citizenship, education, employment history, income of applicant, marital status, parents, sex, social insurance number, sponsors, spouse. Uses: Determine eligibility for Ontario Study Grant Plan, the Canada Student Loans Plan or the Ontario Student Loans Plan. Users: Branch staff. Individuals in Bank: Students seeking financial assistance. Retention and Disposal: One year, then destroyed.

### Ontario Student Assistance Program Appeal Board - Operational Files

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Board decisions on students, address, board members' oaths, board sittings, information on board members (name, social insurance number), telephone number. Uses: Document decisions made to provide advice to the Minister. Users: Appeals clerks and senior appeals clerks, Appeals Section manager and assistant. Individuals in Bank: Students and members of the board. Retention and Disposal: Students' information - 10 years, then destroyed; board members' files - duration of term, then destroyed.

### Ontario Student Loan Accounting

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, amount of loans, bank where loan resides, social insurance number. Uses:



Accounting for loan guarantee, interest payments. Users: Student Support Branch staff, banks. Individuals in Bank: Students with Ontario Student Loans. Retention and Disposal: Ten years, then destroyed.

#### Ontario Work-Study Plan

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, citizenship, family income data, on-campus employment records, provincial residence, social insurance number, student number. Uses: Payment for employment. Users: Post-secondary institution Financial Aid Office staff. Individuals in Bank: Students seeking part-time employment while attending post-secondary institutions. Retention and Disposal: Five years, then destroyed; select files to archives.

#### Ontario-Quebec Exchange Fellowship Program

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, citizenship, confidential letters of recommendation, date of birth, education, intended program of study, language of instruction, mother tongue, name of institution, other financial assistance, preferred language of correspondence, social insurance number, telephone number, transcripts. Uses: Determine eligibility for financial assistance. Users: Student Support Branch staff and management, University Relations Branch staff and management, selection committee members. Individuals in Bank: Students seeking financial assistance for graduate level studies at a university in Quebec. Retention and Disposal: Four years, then transferred to archives.

#### Queen Elizabeth II Scholarship

Location: Student Affairs Team. Legal Authority: Order-in-Council 4464/59. Information Maintained: Name, address, name of university where enrolled, social insurance number. Uses: Issue scholarship cheques. Users: Student Support Branch staff and management. Individuals in Bank: Students seeking financial assistance for studies at the doctoral level. Retention and Disposal: Four years, then transferred to archives.

#### Revenue Recovery Reassessment (3R) Program

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: For applicant, parents, personal income data from Revenue Canada Taxation, social insurance numbers, sponsors, spouse. Uses: Verify income data supporting applications for need-based assistance. Users: Branch staff. Individuals in Bank: Applicants, parents, sponsors, spouses. Retention and Disposal: Not determined.

#### Sir John A. Macdonald Graduate Fellowship in Canadian History

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, citizenship, date of birth, education, intended program of study, marital status, name of institution, residence history, resume of projected research, social insurance number, transcripts and confidential letters of recommendation. Uses: Determine eligibility for financial assistance. Users: Student Support Branch staff and management, head or officer representing the head of candidate's university, selection committee members. Individuals in Bank: Students seeking financial assistance for studies at the doctoral level. Retention and Disposal: Four years, then transferred to archives.

#### Student Awards Investigators' Records

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Recommendations for prosecution, court decisions, investigation reports from other government agencies, police reports. Uses: Prosecution of fraud and misrepresentation. Users: Student Support Branch staff and management. Individuals in Bank: Individuals charged under the Criminal Code or Canada Student Loans Act. Retention and Disposal: Added to student master file for ten years, then destroyed.

#### Student Awards Verification Data

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Miscellaneous correspondence, allegations of fraud or misrepresentation, assets, employment records and accuracy of application, information collected from other agencies and individuals to verify in, school attendance, telephone records. Uses: Determine correct entitlement; prosecution. Users: Student Support Branch staff and management, police agencies. Individuals in Bank: Students alleged to have committed fraud or misrepresentation. Retention and Disposal: Added to student master file for 10 years, then destroyed.

#### Summer Language Bursary Program

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, citizenship, date of birth, education, employment history, sex, social insurance number, special dietary needs, student's evaluation of course, telephone number, telephone number of student's parents. Uses: Determine eligibility for financial assistance. Users: Student Support Branch staff, management and staff of accredited summer language bursary institutions. Individuals in Bank: Students seeking financial assistance for second-language immersion courses. Retention and Disposal: Current only, then destroyed; select files to archives.

### Teachers' Summer Bursary Program

Location: Student Affairs Team. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.

Information Maintained: Name, address, category of teacher, letter of support from supervisory official and transcripts, mother tongue, name of course and institution, preferred language of correspondence, receipts for tuition and accommodation, sex, social insurance number, telephone number. Uses: Determine eligibility for financial assistance.

Users: Student Support Branch staff and management.

Individuals in Bank: Teachers seeking financial assistance for courses taken in French. Retention and Disposal: Four years, then destroyed; select files to archives.

### William G. Davis Student Award

Location: Student Affairs Team. Legal Authority: External trust agreement for the William G. Davis Student Award Fund. Information voluntarily submitted by individuals in bank for uses described below. Information Maintained: Name, address, confidential letters of recommendation, education, employment history with the Ontario government, letter of application, name of institution, parents' names, addresses and telephone numbers, proposed program of study, sex, telephone number, transcripts. Uses: Determine eligibility for financial assistance. Users: Student Support Branch staff and management, trustees of the William G. Davis Student Award Fund, selection committee members. Individuals in Bank: Children of Ontario Crown employees seeking financial assistance for post-secondary studies. Retention and Disposal: Four years, then transferred to archives.

## **Violence Prevention Secretariat**

The Violence Prevention Secretariat was officially established by the Ministry of Education and Training in December, 1992. Its mandate includes the following major areas: child abuse/child sexual abuse, violence against women prevention initiatives, violence free schools, aboriginal healing and wellness strategy, elder abuse and media violence and the effects on children.

The secretariat plans and coordinates, for the Ministry of Education and Training, all the activities related to the funding of the government initiatives on the prevention of violence against women for school boards and post secondary institutions. It organizes all the activities of the ministry's Provincial Planning Council on Violence Prevention, which includes representation from the six regional offices. The Secretariat developed the Violence Free Schools Policy in June, 1994.

Staff members in the secretariat represent the Ministry of Education and Training on all interministerial committees related to the areas within the secretariat's mandate.

The secretariat works closely with community partners in joint ventures for the prevention of violence.

## **Elementary, Secondary, Post-Secondary Operation And French-Language Education Division**

The operations grouping of this division focuses on offering support services to elementary, secondary and postsecondary institutions. These services include the administration of capital and operating grants, the implementation and monitoring of policies and programs and the establishment of stronger linkages between and among institutions and with education and training stakeholders. The responsibility for the delivery of support services is shared by the various groups within all divisions, working cooperatively with the regional offices network.

The French-language components of the division provides leadership across all divisions in the development of policies and programs which address the needs of the French-speaking community in the areas of French Language Education and French Language Services at the elementary, secondary and postsecondary levels.

### **Common Records**

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Performance Management  
Professional Development  
Travel/Expense Accounts

## **Capital and Operating Grants Administration**

This branch is responsible for the administration and management of capital and operating grants to school boards, colleges and universities. It sets financial and enrolment reporting standards in cooperation with the accounting profession, and oversees the audit of financial statements. Together with the Strategic Funding Team, it develops the grants plan and establishes clear verification and other mechanisms to ensure appropriate and effective use of operating and capital funds.

### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Graduate and Alumni Records



Identity/Employee Card  
 Job Competitions and Applications  
 Performance Management  
 Professional Development  
 Travel/Expense Accounts  
 Workers' Compensation  
 Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Annual Estimates and Revised Estimates of School Boards  
 Audit of Enrolment System (Colleges)  
 Audited Financial Statements of School Boards  
 Briefing Notes  
 CAAT Enrolment System  
 Capital Expenditure Multi-Year Forecast  
 College Financial Information System (CFIS) Manual  
 College Lease Files  
 Combined University Student Information System and University Affairs Report (USIS-UAR)  
 Enrolment Data for School Boards  
 Financial Statements of Ontario Universities and Colleges  
 Formula Operating Grants Administration  
 Graduate Employment Survey (Colleges)  
 Monthly Enrolment System (MES)  
 Municipal Assessment Data for School Boards  
 Ontario College Information System (OCIS) Manual  
 Postsecondary Capital Files  
 Pupil Transportation Data for School Boards  
 School Board Capital Files  
 Statistics Related to Postsecondary Education in Ontario

### Manuals

Capital Grant Plan (1979) for Ontario School Boards  
 College Financial Information System (CFIS) Manual  
 Manuals/Guidelines Governing the Distribution of Operating Grants to Colleges and Universities in Ontario.  
 Manuals/Guidelines Governing the Administration of the Capital Support Program to Provincially Assisted Colleges and Universities  
 Ontario College Information System (OCIS) Manual  
 School Business Memoranda  
 Uniform Code of Accounts for Ontario School Boards

### Personal Information Banks

Ontario College Information System (OCIS) - Student Records  
Location: Capital and Operating Grants Administration.  
Legal Authority: MCU Act. Information Maintained: Student identification data, student academic program data, student graduation data. Uses: Collects information related to college enrolment. Data used for statistical and planning purposes. Users: Ministry, Colleges and Stats Canada (subject to FOI restrictions). Individuals in Bank: Full-time

students enrolled in colleges. Retention and Disposal: As required; archived.

### University Student Information System - University Affairs Reports (USIS-UAR) - student records

Location: Capital and Operating Grants Administration.  
Legal Authority: MCU Act. Information Maintained: Student identification data, Student Academic Program Data. Uses: Data information related to university enrolment. Data used for funding universities and also for statistical and planning purposes. Users: Ministry, Stats Canada and Universities (subject to FOI restrictions). Individuals in Bank: Students enrolled in universities. Retention and Disposal: As required; archived.

## French Language Education Policy and Programs Branch

The French Language Education Policy and Programs Branch addresses the needs of French-language schools in the areas of curriculum policy and program development of exclusive interest, French-language education governance, French-language services for pupils and teachers, the implementation of initiatives that foster equivalency and the conducting of reviews for accountability purposes. It also has responsibility for coordinating ministry policy for French-language education, setting priorities, developing partnerships with the francophone education community and ensuring the application of the French Language Services Act. The French Language Consultative Services provides teachers in French language instructional units (FLIU) with direct curriculum and professional development services, ensuring the quality of French-as-first-language education through the provision of equitable and equivalency services in the areas of human, technical and pedagogical resources.

### Common Records

CORPAY  
 Central Attendance Recording System (CARS)  
 Employee Personnel, Payroll and Benefits Records  
 General Employment History and Payroll Information  
 Identity/Employee Card  
 Performance Management  
 Travel/Expense Accounts

### General Classes or Types of Records

Assessment Instruments  
 Associations (general files)  
 Cultural Activities Program  
 EDUC/ACTION  
 French Language Consultative Services  
 Full-time Study Program  
 Learning Materials Fund  
 New Program Development Fund  
 OAC - Assessment Instruments  
 Ontario/Qubec Exchange Program  
 Ontario/Qubec Health Study Program

Professional Development Fund  
School Boards  
Service Files

### French Language Services Coordination Unit

The French Language Services Coordination Unit is responsible for providing strategic advice and coordinating activities in support of the French Language Services Act and directing the development of policy to ensure effective delivery. It has the lead for identifying, assessing and ensuring that government and ministry priorities, stakeholder concerns and current trends and issues are effectively analyzed in terms of their impact on services to the French-speaking public and to francophone learners. It will make recommendations regarding the deployment of French-speaking staff to ensure that policies, programs and services meet the needs of francophones and comply with the French Language Services Act.

#### Common Records

Career Planning/Training  
Employment Application Inventory  
Employment Equity Program  
Grievances and Applications  
Job Competitions and Applications  
Professional Development  
Travel/Expense Accounts

#### General Classes or Types of Records

French Language Services Contracts  
Simultaneous Interpreters Contracts

#### Manuals

French Language Services Act, 1986

### Regional Offices

There are six regional offices throughout Ontario. The regional offices inform schools and school boards of ministry programs and policies about education, and ensure that these policies are carried out. They supervise and inspect special education and private schools. In addition, the regional offices provide assistance and support with capital, employment equity, religious education, teacher training, teacher certification and interpretation of legislation. Other responsibilities are to: assist, monitor and audit funding to boards; inform the ministry's central office about activities and issues in school systems; make recommendations for action and policy formulation; help school boards develop means to implement and review their programs; offer program administration support and supervisory officer services to small boards; maintain contact with the public, universities, colleges, faculties of education, other ministries and related bodies and administer programs and policies delegated to regional directors.

#### Common Records

CORPAY  
Career Planning/Training  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Parking Records  
Performance Management  
Professional Development  
Tests, Examinations and Assessments  
Travel/Expense Accounts  
Workers' Compensation

#### General Classes or Types of Records

Capital Tracking System  
Financial Files - School Boards  
Ministry of Education and Training Regional Directory  
Private School Files  
Regional Office Responsibility List

#### Manuals

Directory of Education  
Employee Handbook  
Employment Equity Workplace Discrimination and Harassment Prevention  
Internal Manual of Administration  
Private School Inspection Manual  
Staffing Policy Guidelines

#### Personal Information Banks

##### Alternative Education Program (AEP)

Location: Regional Offices. Legal Authority: Education Act, General Legislative Grant Regulation. Information Maintained: (final decision of In Lieu of Committee), copy of letter from guardian/parent for assent to release personal information, letter of approval, pupil information, pupil names. Uses: To approve specialized staffing for alternative education program i.e.: deaf, blind, and deaf/blind. Users: Staff of Regional Office, provincial schools, Special Education Branch. Individuals in Bank: Pupils and Specialized Staff. Retention and Disposal: Records Centre for 10 years after active life, then to archives.

##### Experience Program

Location: Regional Offices. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.24(1). Information Maintained: Name, address, telephone number, sex, age, SIN, education. Uses: Determine eligibility of candidates to participate in program. Users: Program personnel, Education Officers in Regional Offices. Individuals in Bank: Secondary and postsecondary



student applicants. Retention and Disposal: Current plus 2 years in Records Centre.

#### Letters of Eligibility

Location: Regional Offices. Legal Authority: Education Act, Reg. 297. Information Maintained: Correspondence, teacher's name. Uses: To verify teacher qualifications from outside of Ontario. Users: Staff of the Regional Office, Registrar Services. Individuals in Bank: Teachers. Retention and Disposal: Undetermined.

#### Letters of Permission

Location: Regional Offices. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1)(10); R.R.O.1990, Reg. 297, s.50 (a), (b), (c) and (d). Information Maintained: Name, SIN, qualification, level of instruction, course codes, school and board name, year, effective dates, date of approval. Uses: Permit school boards to use an uncertified person in a teaching capacity. Users: Staff of Regional Office, school board offices. Individuals in Bank: Unqualified teachers. Retention and Disposal: Ten years, then destroyed.

#### Ontario Teacher Certificate Inspections

Location: Regional Offices. Legal Authority: Education Act, Reg. 297. Information Maintained: Name of teacher, correspondence. Uses: To verify teaching and/or administrative experience in Ontario for the purpose of obtaining an Ontario Teacher's Certificate (OTC). Users: Staff of the Regional Office, Registrar Services. Individuals in Bank: Teachers. Retention and Disposal: Undetermined.

#### Personalized Special Instructional Equipment

Location: Regional Offices. Legal Authority: Education Act, R.S.O. 1990, c.E.2 s.11(1); O. Reg. 98/88, s.1. Information Maintained: Medical determination of need and of purchase requisition, board's opinions, cost, date of application, date of birth, ministry's determination of approval/denial, student's/school board name, type of equipment requested. Uses: Provide specialized equipment for classroom use. Users: Staff of Regional Office and school board officials. Individuals in Bank: Students. Retention and Disposal: Seven years, then destroyed.

#### Temporary Letter of Approval

Location: Regional Offices. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1); R.R.O.1990, Reg 297, s.50(a) and (b). Information Maintained: Date of application and effective dates, SIN, certification, positions, school and board name, teacher's name. Uses: Permission to use a certified teacher in a specified area where addition credentials are not held. Users: Staff of Regional Office, school and ministry officials. Individuals in Bank: Teachers. Retention and Disposal: Ten years, then destroyed.

## **School Boards Restructuring Initiatives Project Team**

The School Boards Restructuring Initiatives Project Team is responsible for coordinating all ministry activities relating to implementation of the social contract in the Education (Schools) Sector, the school boards' expenditure control plan and school board deficits. Its mandate also includes school board amalgamation and restructuring.

The Project Team is charged with responsibility for recommending to the Minister areas where the amalgamation of boards or functions of boards should be considered, and providing analysis and research support to the Ontario School Board Reduction Task Force.

As well, this team is responsible for the coordination of the activities previously carried out by the Planning and Implementation Commission (PIC) and for developing ministry positions and responses to issues of greatest concern to the Catholic education system.

## **Teacher and Student Information Services Unit**

The Teacher and Student Information Services Unit consists of the evaluation and teacher information section and the student section. The first determines teacher eligibility for certification and equivalent standing, updates qualifications, issues teaching documents and produces statistical reports. The second administers private scholarships and trust funds.

### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Scholarships and Awards

### **Manuals**

Reporting Recommendations for Pre-Service and In-Service Programs

### **Personal Information Banks**

#### Certificate Review Advisory Committee - Statement of Teachers' Certificates

Location: Teacher and Student Information Services Unit. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1)13. Information Maintained: Certificate Review Advisory Committee reports to the Minister, Correspondence, cancellation and reinstatement of teachers' certificates, legal documentation concerning suspension, psychiatric reports, submission. Uses: To review the qualifications of teachers within Ontario. Users: Legal counsel for the ministry and ministry management. Individuals in Bank: Persons whose teachers' certificates have been suspended or cancelled and who have applied to the Minister for reinstatement. Retention and Disposal: Seventy-five years, then destroyed.

### Educator Database

Location: Teacher and Student Information Services Unit.

Legal Authority: Education Act, R.S.O. 1990, c.E.2; Ontario

Teacher's Qualifications, R.R.O. 1990, Regulation 297.

Information Maintained: Name, SIN, date of birth, gender,

qualifications. Uses: To provide an on-line inquiry for teacher qualifications and employment and provide information on teachers for planning, analysis and monitoring activities of the ministry and other members of the education community.

Users: Teacher and Student Information Services Unit staff and the Information Management Group in the ministry. Individuals in Bank: All teachers employed or certified to be employed in Ontario schools. Retention and Disposal: Ninety-nine years.

### Out-of-Province Tracking System (OPETS)

Location: Teacher and Student Information Services Unit.

Legal Authority: Education Act, R.S.O. 1990, c.E.2; Ontario

Teacher's Qualifications, R.R.O. 1990, Regulation 297.

Information Maintained: Name, address, SIN, date of birth, qualifications. Uses: To track out-of-province teacher applicants, generate statistical reports and update the teacher information system. Users: Teacher and Student Information Services Unit. Individuals in Bank: Out-of-province teachers who have applied to work in Ontario schools. Retention and Disposal: Fifty-five years.

### Teacher Files

Location: Teacher and Student Information Services Unit.

Legal Authority: Education Act, R.S.O. 1990, c.E.2; Ontario

Teacher's Qualifications, R.R.O. 1990, Regulation 297.

Information Maintained: Correspondence from teachers relating to their certification and qualifications. Uses: To provide information on teacher's qualifications and certification status. Users: Teacher and Student Information Services Unit. Individuals in Bank: Individuals certified to teach in the province of Ontario. Retention and Disposal: Thirty-five years.

### Teacher Information System (TI)

Location: Teacher and Student Information Services Unit.

Legal Authority: Education Act, R.S.O. 1990, c.E.2; Ontario

Teacher's Qualifications, R.R.O. 1990, Regulation 297.

Information Maintained: Name, SIN, date of birth, qualifications and certification. Uses: To update records of teachers qualifications, issue teaching documents and produce statistical reports. Users: Teacher and Student Information Services Unit. Individuals in Bank: Teachers employed or certified to teach in Ontario. Retention and Disposal: Ninety-nine years.

## Open Learning and Training Division

The Open Learning and Training Division includes responsibility for distance education, open learning, labour

market policy, and program and planning support to government's relationship to the Ontario Training and Adjustment Board (OTAB). The division also regulates Private Vocational Schools in Ontario.

The division also operates the Independent Learning Centre which offers distance education at the elementary and secondary level. In addition, the division is responsible for the reform of secondary school and the wind-down of jobsOntario Training.

### **Common Records**

Central Attendance Recording System (CARS)

Co-op, Work Term, Final Job Placements

Employee Personnel, Payroll and Benefits Records

Job Competitions and Applications

Litigation Files

Travel/Expense Accounts

Workplace Discrimination and Harassment Prevention Program

## Independent Learning Centre

The Independent Learning Centre (ILC) provides distance education courses in English and French for Ontario residents who wish to complete their secondary school education, improve their basic skills or study for personal development. A variety of secondary school courses are offered. Courses may be started or completed, and certificates and diplomas awarded, at any time of the year.

ILC also offers a non-credit adult basic education program, including English as a Second Language, and literacy courses. An elementary program is provided only for children who are unable to attend school due to extended illness, distance from school or temporary residence outside Ontario.

For more information, request the "Course Guide" by phoning, writing or visiting the Independent Learning Centre. All services are offered in both official languages.

### **Common Records**

Graduate and Alumni Records

Scholarships and Awards

Student Applications

Student Counselling

Student Registration and Academic History

Tests, Examinations and Assessments

### **General Classes or Types of Records**

Independent Learning Centre Student Statistical Summary

### **Manuals**

Independent Learning Centre - Associate Teacher Handbook

Independent Learning Centre - Author's Manual

Independent Learning Centre - Course Guide



Independent Learning Centre - Identifiable Group Facilitator Handbook

Independent Learning Centre - Sales Catalogue

### Personal Information Banks

#### Associate Teacher Records

Location: Independent Learning Centre. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1). Information Maintained: Teacher's name, associate teacher number, education, employment history, home and school addresses and telephone numbers, qualifications, references, students' and education officers' opinions of the teacher. Uses: Record eligibility for employment; teacher assessment; record terms of agreement. Users: Branch education officers and Educational Services staff. Individuals in Bank: Teachers working under agreement as associate teachers, test supervisors, teletutors. Retention and Disposal: Seven years after termination, then destroyed.

#### Independent Learning Centre - Student Records

Location: Independent Learning Centre. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1)17. Information Maintained: Name, address, age, education, telephone numbers, employment status, marital status, medical information, national origin, sex, language first spoken, student number, student course progress, student tests, transcripts, maturity assessments and authorized contact persons. Uses: Determine eligibility for enrolment; evaluate requirements for secondary school diploma. Users: Branch administrative staff, Registrar Services Unit staff. Individuals in Bank: Individuals who have applied or are enrolled in the Independent Learning Centre program. Retention and Disposal: Information retained on-line for 3 years after final activity; archived record of marks retained on site for 55 years, then destroyed.

#### Independent Learning Centre - Associate Teacher Records

Location: Independent Learning Centre. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1). Information Maintained: Teacher's name, associate teacher number, education, employment history, home and school addresses and telephone numbers, qualifications, references, student comments regarding the teacher. Uses: Record eligibility for employment, teacher assessment, record terms of fee-for-service agreement. Users: ICL staff. Individuals in Bank: Teachers working under fee-for-service agreements as associate teachers, test supervisors, teletutors. Retention and Disposal: Seven years after termination, then destroyed.

### jobsOntario Training

On July 21, 1995, as part of the economic statement, the government announced that jobsOntario Training was terminated. The program is in the process on winding down.

### Common Records

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Job Competitions and Applications  
Litigation Files  
Parking Records  
Performance Management  
Professional Development  
Tests, Examinations and Assessments  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Employer Data Bank  
Human Resources  
Management and Policy  
Program Delivery - Brokers  
Program Delivery - Components

### Manuals

JOT Communications Manual  
JOT Systems Reference Manual  
Operational Guidelines for Brokers

### Personal Information Banks

#### Applicant Data Bank

Location: Jobsontario Training. Legal Authority: JOT was created by the Ontario government through its Cabinet prerogative under the Executive Council Act. Information Maintained: Name, addresses, availability for shift work, birth date, child care arrangement information, driver's licence type, education information, eligibility, employment equity (includes racial origins and disability codes), gender, identification number, language, marital status, number of dependants, participant status including job placement(s), phone number, pre-employment training courses, professional trade qualification, social welfare case number (if applicable), source of referral, vehicle, work history. Uses: Tracking of applicants, courses, employers and positions to facilitate the matching process between positions and applicants. Statistical analysis and compilation for program evaluation purposes. Users: JOT and JOT Broker staff. Individuals in Bank: Participants who had registered with the JOT programme. Retention and Disposal: Until September 1995 (or the end of the programme), then archived for an additional 7 years.

### Open Learning Partnerships Team

The Open Learning Partnerships Team is responsible for the Ministry of Education and Training's (MET) relations with the Ontario Training and Adjustment Board and Private Vocational Schools and for leadership within MET for labour market policy, advanced training and secondary school reform. It is responsible for the framework for policies and programs related to open learning and distance education.

#### Common Records

CORPAY

Central Attendance Recording System (CARS)

Employee Personnel, Payroll and Benefits Records

Identity/Employee Card

Performance Management

Professional Development

Travel/Expense Accounts

Workplace Discrimination and Harassment Prevention Program

#### General Classes or Types of Records

Applications for Distance Education

Bond Files with Data on School's Revenue

Registered Program Files with Data on Curriculum

Registration Forms with Data on Programs and Instructors

Registration/Application Forms with details on Ownership and Financing

### Training Policy, Special Projects and Evaluation

Under development - no information is available at this time.

### Organization Development and Services Division

The Organization Development and Services Division provides organization development, financial, audit, administration, technological and library services to the ministry, as well as information technology services to school boards.

#### Common Records

CORPAY

Central Attendance Recording System (CARS)

Performance Management

Travel/Expense Accounts

#### General Classes or Types of Records

Correspondence Files

Ministry Reorganization Files

### Audit Team

The Audit Team provides internal audit services and conducts special assignments for the Ministry of Education and Training, as well as its agencies, boards and commissions. The team provides advisory services for the ministry's management. It evaluates and reports on efficiency, economy and effectiveness of the financial, management and information technology systems, controls and practices governing the activities of the ministry. These activities assure senior management of compliance with policies and procedures, and provide verification of the integrity and documented support for financial management decisions.

#### Common Records

CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Employment Equity Program

General Employment History and Payroll Information

Identity/Employee Card

Parking Records

Professional Development

Travel/Expense Accounts

#### General Classes or Types of Records

Audit Report Files

Briefing Note Files

#### Manuals

Internal Audit

### Central Administration Project

The Central Administration Project provides services to the ministry in the area of purchasing of goods and services, printing (internal/external), duplicating, forms design, distribution services, MET library, facilities management and records management.

#### Common Records

Career Planning/Training

Central Attendance Recording System (CARS)

Co-op, Work Term, Final Job Placements

Employee Personnel, Payroll and Benefits Records

General Employment History and Payroll Information

Grievances and Applications

Identity/Employee Card

Job Competitions and Applications

Library Users Lists

Parking Records

Performance Management

Professional Development

Travel/Expense Accounts

Workers' Compensation



## Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Distribution Services Files  
Facilities Management Services  
Mail Distribution Files  
Print Services Files  
Purchasing Files  
Records Retention Schedules  
Tenders and Associated Files

### Manuals

Records Management Handbook  
Records Schedule Index

### Personal Information Banks

#### Certificate Review Advisory Committee - Statement of Teachers' Certificate

Location: Central Administration Project. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1) 13. Information Maintained: Certificate Review Advisory Committee reports to the Minister, correspondence, cancellation and reinstatement of teachers' certificates, legal documentation concerning suspension, psychiatric reports, submission. Uses: Used to administer teachers' certificates. Users: Legal counsel for the ministry and ministry management. Individuals in Bank: Persons whose teachers' certificate have been suspended or cancelled and who have applied to the Minister for reinstatement. Retention and Disposal: Seventy-five years, then destroyed.

#### Student Records Prior to 1968

Location: Central Administration Project. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.265(i), Regulation 298, R.R.O. 1990, s.12(3)(1). Information Maintained: Dept. of Education high school diplomas prior to 1950, Dept. of Education intermediate certificate prior to 1964, Ontario Tests for Admission to College and University Certificates, Secondary School Graduation Diploma, Secondary School Honours Graduation Diploma, Statement of Equivalent Education Standing from 1962 to 1971, diplomas issued by a private school which is now closed, diplomas issued by the ministry for private schools from 1968 to 1975, standing obtained through a private school which is now closed. Uses: To issue transcripts and duplicate diplomas. Users: Ministry staff. Individuals in Bank: Students of the Ontario education system prior to 1975. Retention and Disposal: Fifty-five years then archived.

## MET Library

The Ministry of Education and Training (MET) Library, Organization Development and Services Division, develops and accesses information resources and provides library and information services to Ministry of Education and Training

staff only. The MET Library operates a reading room offering public access to Freedom of Information material of the ministry.

### Common Records

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Library Users Lists  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation

### General Classes or Types of Records

Acronyms Database  
Library Catalogue  
Newsclipping Files  
Serials Database  
Unit Operational Files

## Corporate Services and Accounts Team

The Corporate Services and Accounts Team is responsible to clients in advice, payments of invoices and transfer payments and acceptance of journal entries; to employees in payroll, travel reimbursements, human resources services and benefits counselling; to ministry programs in advice and assistance regarding business practices and accountability, and clear and concise management and financial information; to the corporation in reports and information support of projects and special assignments.

The team is also responsible for maintaining the ministry's Financial Information System (FIS) and the Human Resources Information System (HRIS). In conjunction with other teams, Corporate Services and Accounts designs improved information models that will serve all ministry teams with resource information. The team also directly provides or assists other teams in providing central agencies' information requirements.

The team contributes to and guides central agencies' decisions on financial and human resources information systems to ensure that the systems operate at the corporate and ministry levels in the most effective and efficient manner possible.

### Common Records

CORPAY

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation

### **General Classes or Types of Records**

Contracts (supplier and consultant)  
Miscellaneous Grants (special grants for educational purposes)  
Year-End Public Accounts (preliminary reports/final statements)

### **Manuals**

Internal Manual of Administration

## **Information Technology and Systems Team**

The Information Technology and Systems Team (ITST) (416-325-2246) is responsible for strategic, tactical and operational planning of the ministry's information technology, as well as investigation, research, development and implementation of new advanced technologies. The team provides consulting services and distributed computing support and training, and prepares business cases and opportunity assessments on behalf of individual teams.

Through the Technology Information Centre (416-325-4357), the use of distributed computing and application software packages is promoted, and training programs in the use of computers and application software are conducted. The team also provides effective, economical and relevant data processing services to users within the ministry.

The Systems Development and Support Section (416-325-2286) offers systems development and maintenance, and systems technology consulting services.

The Operations Services Section (416-325-2347) provides computer operations, data control and data entry.

The Network Support Group (416-325-2347) is responsible for network design, planning, implementation and support. The group also supports most of the ministry's electronic mail, mainframe communications and communications specific to the Ontario government's Multi-Protocol Router network. In addition, the group provides technical advice on the acquisition of any computing technology to be used in the ministry or to be connected to the ministry's network.

ITST also has lead responsibility for the implementation of the Ontario Education Highway (OEH), (416-325-2257), an

initiative to provide wide area network access to Ontario elementary and secondary schools, boards of education and the ministry using Internet standards.

The Information Management Group (416-325-4241) collects, processes and publishes statistical information related to Ontario's elementary and secondary school sector.

### **Common Records**

Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Grievances and Applications  
Job Competitions and Applications  
Travel/Expense Accounts

### **General Classes or Types of Records**

Acquisition Files  
Audit-Related Files  
Educational Computing Network of Ontario (ECNO)

### **Manuals**

System Standards

## **Organization Development Team**

The Organization Development Team consists of a Workforce Planning Group, Human Resources Consulting Group, Staff Relations Consulting Group, Health and Safety Consulting Group, and Organization Development, Business Redesign and Training Group.

The Workforce Planning Group provides regular human resources reports to management, provides support for organizational change decisions and supports strategic workforce planning within the ministry.

The Human Resources Consulting Group provides business planning consulting services to MET divisions, teams, offices, agencies, boards and commissions, in the areas of redeployment, staffing, job classification, performance management, organization design and organization development. This group also helps divisions and teams to assess organizational requirements, identifies appropriate organizational change strategies, and works closely with MET teams to develop and implement business strategies and plans.

The Staff Relations Consulting Group provides advisory services to managers in the areas of staff relations, contingency planning, the Crown Employee's Collective Bargaining Act and the Collective Agreement.

The Health and Safety Consulting Group provides advice and support to all MET staff in the areas of health and safety, and workers' compensation.



The Organization Development, Business Redesign and Training Group provides assistance to MET teams in planning, coordinating and implementing a variety of developmental initiatives aimed at improving the capacity of MET to meet business objectives. Special initiatives include organizational design, team development, skills training, conflict resolution and group facilitation. This group also provides consultative services in the areas of business analysis, project proposal and business case development, project management, Business Process Re-engineering (BPR), Continuous Quality Improvement (CQI) and other change management tools and techniques. Corporate staff training and development services are also provided by this group, including monitoring and assessing training needs across MET, designing, developing and delivering internal training courses, administering course registration and reporting on ministry training activities.

#### **Common Records**

Career Planning/Training  
Co-op, Work Term, Final Job Placements  
Employment Application Inventory  
Grievances and Applications  
Job Competitions and Applications  
Litigation Files  
Performance Management  
Professional Development  
Workers' Compensation

#### **General Classes or Types of Records**

Business Redesign - Business Process Maps  
Health and Safety - Site Visit/Inspection Reports  
Health and Safety - Workplace Hazard Analysis and Health Safety Plans  
Health and Safety Training Materials  
Human Resources - Delegation of Authority  
Human Resources Services - Class Standards  
MET Religious Holidays Schedule  
Redeployment - Surplus & Redeployment Reports  
Staff Relations - Grievance Log  
Staff Relations - Grievance Files  
Staff Relations - Joint Union Management Committee Meeting Minutes  
Staff Relations - Subject Files  
Training Files

#### **Manuals**

Human Resource Services - MET Staffing Policy  
Redeployment - Adviser's Guide to Career and Job Planning  
Redeployment - Career Outlooks Guide  
Redeployment - Career and Job Planning Workbook  
Redeployment - Guide for Redeployment Committees - Professional, Management Employee Redeployment Committee (PMERC)

Redeployment - Guide for Redeployment Committees - Bargaining Unit Redeployment Committee (BURC)  
Redeployment - Manager's Guide to Redeployment  
Redeployment - Redeployment Procedures Manual

#### **Personal Information Banks**

##### Redeployment - Surplus Employee Status Information

Location: Organization Development Team. Legal Authority: Public Services Act, R.S.O. 1990, c.P.47,. Information Maintained: Employee name, SIN, date notified of lay-off, lay-off date, seniority date, bargaining unit, training plan details, redeployment advisor notes. Uses: To monitor redeployment status of employees notified of lay-off. Users: Ministry Redeployment Coordinator and advisors. Individuals in Bank: Individuals who have been notified of lay-off. Retention and Disposal: Two years on site, then stored off-site.

#### **Provincial and Demonstration Schools Team**

The Provincial and Demonstration Schools Team advises the Minister on the day-to-day operation of the provincial and demonstration schools. Liaison is provided with professional and parent associations, and government agencies regarding programs and services for blind, deaf, deaf/blind and pupils with severe learning disabilities. The provincial schools also provide resource services to pre-school deaf and deaf/blind children and their families and consultative services to school boards. The demonstration schools provide in-service teacher education and consultative services to school boards.

#### **Common Records**

Co-op, Work Term, Final Job Placements  
Employment Application Inventory  
Graduate and Alumni Records  
Grievances and Applications  
Health and Medical Records  
Identity/Employee Card  
Library Users Lists  
Parking Records  
Performance Management  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Travel/Expense Accounts  
Vocational Testing and Counselling

### General Classes or Types of Records

Demonstration Schools - Applicants Schools for the Blind and Deaf - Student Records

### Manuals

Handbook for Staff  
Handbook for Students  
Policy and Procedures Manual

### Personal Information Banks

#### Demonstration Schools - Applicants

Location: Provincial and Demonstration Schools Team.  
Legal Authority: The Education Act, R.S.O. 1990, c.E.2.  
Information Maintained: O.S.R. - Transcripts. Uses: To determine the eligibility of applicants. Users: Parents, Ontario school boards. People who are listed in the O.S.R. Regulation. Anyone else needs signed consent. Individuals in Bank: Students. Retention and Disposal: Fifty-five years.

#### Ontario Student Records

Location: Provincial and Demonstration Schools Team.  
Legal Authority: The Education Act, R.S.O. 1990, c.E.2.  
Information Maintained: Diplomas, transcripts, evaluations, educational information. Uses: To maintain a record of students. Users: Teachers, principals and other pertinent educators. Individuals in Bank: Students attending or who have attended a demonstration school within Ontario. Retention and Disposal: Fifty-five years.

### Public Records

#### Ontario School Records

Purpose: For transcripts, O.A.C. DDiplomas, Audiological Assessments, I.P.R.C's. Legal Authority: Education Act.  
Information Maintained: O.S.R. - Transcripts. Retrievability: Students. Retention and Disposal: Fifty-five years - Archive. Access Procedures: N/A.

### Resource Policy and Planning Team

In cooperation with clients and peers, Resource Policy and Planning provides an integrated and comprehensive approach for corporate resource planning and policy development, in support of ministry strategic directions and operational requirements in the areas of human resources, financial management, information and technology and administration.

Resource Policy and Planning provides consultation regarding the impact/implications of issues, trends, policies and business proposals relating to corporate resources and communicates conclusions reached to the ministry.

In consultation with clients and peers, Resource Policy and Planning identifies opportunities to streamline or re-engineer ministry business processes in the areas of management of

corporate resources (human, fiscal, and technology); organizational change (e.g., strategic directions, the transition to a learning organization, self-directed work teams); and access to, and management of, information.

Resource Policy and Planning coordinates ministry responses to government administrative initiatives such as the accountability for results initiative. Resource Policy and Planning also coordinates the development of information technology standards, security and strategies to support the management of information and technology resources.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
General Employment History and Payroll Information  
Identity/Employee Card  
Performance Management

### General Classes or Types of Records

Guidelines and Procedures Development Files  
Planning Documents  
Policy Development File

### Manuals

Internal Manual of Administration  
Redeployment/Relocation Guidelines

### School Board Information Technology Branch

The School Board Information Technology Branch services members of the Educational Computing Network of Ontario (ECNO), which is a cooperative of school boards that share administrative application software, application support and technical support. The systems marketed, developed, maintained and supported by the team deal with student administration for elementary and secondary schools, special education, payroll/personnel, financial management, assessment management, student transportation planning and management, enrolment projection, grants calculation and audio/visual booking. The team is also responsible for distributing and supporting the Oracle Data Base Management System and operating a data communication network which connects most Ontario school boards with the Ministry of Education and Training for educational and administrative purposes.

### Common Records

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records



Employment Equity Program  
 General Employment History and Payroll Information  
 Identity/Employee Card  
 Parking Records  
 Performance Management  
 Professional Development  
 Travel/Expense Accounts

#### **General Classes or Types of Records**

Briefing Notes  
 ECNO (Educational Computer Network of Ontario) Files  
 Program Delivery Files

#### **Manuals**

ECNO Software Application Manuals (various)

### **Policy, Priorities and Curriculum Development Division**

The Policy, Priorities and Curriculum Development Division is responsible for coordinating the overall corporate planning and strategic directions of the ministry and ensuring that policy, legislation, research, curriculum, agreements, standards, accountability frameworks and funding work together to best serve the interests of Ontario learners. The division has responsibility for curriculum development and renewal, special education, learning assessment, teacher education, aboriginal education intergovernmental relations, and the dissemination of the most up-to-date research on education. This division works closely with colleagues in other ministries, the Premier's councils, and partners in schools, colleges, universities and the community to develop and promote strategies and policies for the encouragement of lifelong learning.

Division responsibilities include: coordination and development of broad policy direction; strategic planning; research support and coordination, and statistical services; long-term funding policy - operating and capital, including elementary and secondary finance reform; estimates coordination; Cabinet committee coordination; issues management; legislation and legal services; liaison (interministry and stakeholder, including Premier's Council); intergovernmental and international relations, including the Forum of Labour Market Ministers and Council of Ministers of Education, Canada.

The division is also responsible for development and administration of accountability mechanisms, elementary and secondary curriculum development (including learning materials assessment), elementary and secondary learning assessment, special education, computers across the curriculum, early childhood education/child care, aboriginal education, teacher education policy, teacher pensions and postsecondary restructuring.

#### **Common Records**

CORPAY  
 Central Attendance Recording System (CARS)  
 Employee Personnel, Payroll and Benefits Records  
 General Employment History and Payroll Information  
 Performance Management  
 Travel/Expense Accounts

#### **General Classes or Types of Records**

Briefing Notes  
 Minutes from Stakeholder groups

### **Corporate Policy Leadership Team**

The Corporate Policy Leadership Team leads corporate policy and planning and the setting of strategic directions for the Ministry of Education and Training (MET).

Working in collaboration with other teams, divisions and ministries, the team provides a range of policy and legal services.

The team is organized in three groups: the Corporate Issues and Planning Group (416-325-2661), the Policy and Legislation Group (416-325-2701), and the Legal Services Group (416-325-2400).

#### **Common Records**

Central Attendance Recording System (CARS)  
 Employee Personnel, Payroll and Benefits Records  
 Job Competitions and Applications  
 Performance Management  
 Professional Development  
 Travel/Expense Accounts  
 Workers' Compensation  
 Workplace Discrimination and Harassment Prevention Program

#### **General Classes or Types of Records**

Corporate Issues and Planning  
 Legal Services  
 Policy and Legislation

#### **Personal Information Banks**

##### Boards of Reference

Location: Corporate Policy Leadership Team. Legal Authority: Legal Authority - Education Act, R.S.O 1990, c.E.2, section 267-277; Regulation 300. Information Maintained: Correspondence, application to a Board of Reference, legal documentation re termination of a teachers contract, submissions. Uses: Coordinates the Minister's position with respect to the termination of permanent teachers' contracts by school boards. Users: The Minister, legal counsel for the ministry, and ministry education officers. Individuals in Bank: Files on permanent teachers

whose contracts have been terminated. Retention and Disposal: Thirty years, then to archives.

### Ombudsman

Location: Corporate Policy Leadership Team. Legal

Authority: The Ombudsman's Act. Information Maintained:

Correspondence, legal documentation concerning the Ombudsman, submission. Uses: Complaints against the Minister of the ministry, which are filed with the Ombudsman. Users: The Minister, legal counsel for the ministry and ministry management. Individuals in Bank: Persons who have filed complaints with the Ombudsman. Retention and Disposal: Thirty years, then to archives.

### Teachers' Certificates -

#### Suspension/Cancellation/Reinstatement

Location: Corporate Policy Leadership Team. Legal

Authority: Education Act, R.S.O. 1990, c.E.2, 8(1)13.

Information Maintained: Correspondence, cancellation, legal documentation concerning suspension, or reinstatement of teachers certificates, submission. Uses: Coordinates the Minister's position and response to de-certification and reinstatement matters. Users: The Minister, legal counsel for the ministry, and ministry management. Individuals in Bank: Teachers whose qualifications are under review. Retention and Disposal: Thirty years, then destroyed.

## **Curriculum and Assessment Team**

The purpose of the Curriculum and Assessment Team is to develop policies, programs and procedures to support the provision of quality education programs in Ontario elementary, secondary and postsecondary institutions. It provides leadership in elementary and secondary curriculum development; evaluation and procurement of learning materials for elementary and secondary schools; establishment and administration of programs to assess student achievement and program effectiveness; and the provision of support for postsecondary program policy.

### **Common Records**

Travel/Expense Accounts

### **General Classes or Types of Records**

Curriculum Documents

Software Licensing Agreements

## **Intergovernmental and Global Relations Team**

The Intergovernmental and Global Relations Team coordinates the ministry's involvement in intergovernmental and international initiatives, discussions and negotiations including: policy and negotiation support in areas of education and training involving the federal government, other provincial governments and other countries; international education liaison for the ministry and its

clients; policies and programs relating to international education through liaison with appropriate government departments, agencies, educational institutions, non-governmental organizations in Canada and abroad; liaison with the Council of Ministers of Education, Canada (CMEC), the Forum of Labour Market Ministers (FLMM), with ministries responsible for education and training in other provinces, and with federal departments and agencies; orientation and programming for international visitors to the ministry.

### **Common Records**

CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Co-op, Work Term, Final Job Placements

Employee Personnel, Payroll and Benefits Records

Employment Application Inventory

Employment Equity Program

General Employment History and Payroll Information

Job Competitions and Applications

Performance Management

Professional Development

Travel/Expense Accounts

### **General Classes or Types of Records**

Agencies, Boards, Commissions (ABCs)

International Activities (By Country)

Ministry of Education and Training Core Business (MET)

Ontario Government/Other Government Business

### **Manuals**

Annual Direct and Indirect Purchase Plan

Directory of Training Courses in Ontario

## **Program Policy Support Team**

The Program Policy Support Team undertakes policy development and reviews policy/program areas identified corporately as requiring attention to meet government directions and the Ministry of Education and Training's strategic goals.

Major policy/program areas include special education (416-325-2777), teacher education (416-325-4329) and Native education (416-325-2807).

### **Common Records**

CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Co-op, Work Term, Final Job Placements

Employee Personnel, Payroll and Benefits Records

Employment Application Inventory

Employment Equity Program

General Employment History and Payroll Information

Grievances and Applications



Identity/Employee Card  
 Job Competitions and Applications  
 Medical Information (Personnel)  
 Ombudsman/Human Rights Commission  
 Parking Records  
 Performance Management  
 Professional Development  
 Travel/Expense Accounts  
 Workers' Compensation  
 Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Native Education  
 Special Education  
 Teacher Education

### Personal Information Banks

#### Special Education Tribunals

Location: Program Policy Support Team. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.36. Information Maintained: Correspondence, academic data, applications, medical, pupil psychological data. Uses: Make decision on identification and placement of exceptional pupils. Users: Legal counsel for the ministry and ministry management. Individuals in Bank: Pupils who disagree with a school board's identification and placement decision and who have applied for a Special Education Tribunal hearing to resolve dispute. Retention and Disposal: Forty years, then transferred to Ontario Archives.

#### Supervisory Officers' Oral and Written Examinations

Location: Program Policy Support Team. Legal Authority: Education Act, R.S.O. 1990, c.E.2; R.R.O. 1990, Reg. 309. Information Maintained: Name, education, employment history, social insurance number, telephone number. Uses: Determine eligibility of candidates. Users: Staff of Program Policy Support Team. Individuals in Bank: Candidates for supervisory officers' examinations. Retention and Disposal: Ten years, then transferred to Ontario Archives.

### Strategic Alliances Team

The Strategic Alliances Team works with stakeholders on major education and training initiatives, including the Ontario Parent Council. It also works with other areas in the ministry to make relationships with different community sectors more effective.

The team determines frameworks for governance and accountability; helps develop partnerships across the education community and promotes collaboration on research; works with other ministries on social, economic, and community development strategies; and provides liaison with agencies, boards and commissions.

### Common Records

Travel/Expense Accounts

### General Classes or Types of Records

Grants to Research Organizations  
 Ministry of Education and Training Research Projects  
 O.I.S.E. Research Records  
 University Research Incentive Fund Records

### Strategic Funding Team

The Strategic Funding Team provides a link between funding and policy in the ministry to support the principle that funding systems should support the program and policy priorities.

The key functions are as follows: identify and make recommendations on corporate funding priorities in the ministry's operational planning processes; lead the development of a ministry estimates process to integrate policy and funding to target money at policy priorities; review funding systems to ensure they are supportive of corporate funding priorities; provide a link between policy and funding for major transfer payments; develop strategic and tactical plans/approaches/options for major operating and capital spending; lead the education finance reform activity; be responsible for Teachers' Pension issues; and liaise with sectoral groups, Minister's advisory bodies and Treasury Board.

### Common Records

Career Planning/Training  
 Central Attendance Recording System (CARS)  
 Employee Personnel, Payroll and Benefits Records  
 Travel/Expense Accounts

### General Classes or Types of Records

Annual Ministry of Education and Training Estimate  
 Briefing Book  
 Briefing Notes

## Agencies

### Aboriginal Education Council

The Aboriginal Education Council (AEC), established by an Order-in-Council in 1991, identifies and assesses current and emerging postsecondary educational issues within the aboriginal community in order to recommend policy proposals. It also examines policy proposals referred to it by the Minister to evaluate their impact on aboriginal education. AEC is responsible for advising the Minister on the planning and the development of aboriginal services and programs at the university and college levels. The council maintains a liaison with the Ontario Council of Regents and

the Ontario Council on University Affairs. A small research staff supports the work of the council.

### Manuals

Internal Manual of Administration

## Advisory Council On Special Education

The Advisory Council on Special Education helps ensure that the ministry's work in special education is tailored to specific needs of that field. The council represents parents, professionals and school board associations such as the Ontario Association for Community Living, the Learning Disabilities Association of Ontario, the Ontario Association for Bright Children, the Easter Seal Society, the Council for Exceptional Children, the Ontario Council for Administrators of Special Education, Ontario Association of the Deaf, Views for the Visually Impaired, Ontario Association of Children's Mental Health Centres, Ontario Association of Speech-Language Pathologists and Audiologists, the Ontario Advisory Council for Disabled Persons, the Ontario Psychological Association, the Ontario Association of Professional Social Workers, the Ontario Catholic Supervisory Officer's Association, the Ontario Association of Education Administrative Officials, the Ontario Separate School Trustees Association, Association française des Conseils Scolaires de l'Ontario, the Association des surintendants franco-ontariens, the Ontario Teacher's Federation and the Ontario Medical Association.

### General Classes or Types of Records

Annual Reports

## College Relations Commission

The College Relations Commission was established in 1975 to oversee collective bargaining between the Ontario Council of Regents for Colleges of Applied Arts and Technology (CAATs) and the Ontario Public Service Employees Union, representing both academic and support staff. The commission monitors and assists in negotiations, supervises staff votes and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education. The office administers the Colleges Collective Bargaining Act.

### Common Records

Career Planning/Training  
Co-op, Work Term, Final Job Placements  
Grievances and Applications  
Travel/Expense Accounts

### General Classes or Types of Records

Policies, Procedures and Forms Manual

### Manuals

Policies and Procedures Forms Manual

### Personal Information Banks

Grievances of Academic and Support Staff of the Ontario Public Service Employees Union for College Employees

Location: College Relations Commission. Legal Authority: Colleges Collective Bargaining Act, R.S.O. 1990, c.C.15.

Information Maintained: Awards of arbitrators, collective agreements. Uses: Review precedents and arbitral jurisprudence. Users: Commission members and staff, lawyers, students, unions. Individuals in Bank: Academic and support staff grievors of the Ontario Public Service Employees Union. Retention and Disposal: Two years, then transferred to archives.

## Education Relations Commission

The Education Relations Commission (ERC) was established in 1975 to administer the collective bargaining process and further harmonious relations between teachers and school boards. Activities include monitoring and assisting negotiations, supervising voting by teachers, providing a common database for collective bargaining and advising the Lieutenant Governor-in-Council when a strike or a lockout will jeopardize students' education.

### Common Records

Career Planning/Training  
Employment Equity Program  
Identity/Employee Card  
Travel/Expense Accounts

### General Classes or Types of Records

Monitoring  
Quasi-Judicial  
School Board/Teacher Agreements

### Manuals

Policies and Procedures Forms Manual

### Personal Information Banks

Third Party CVs

Location: Education Relations Commission. Legal Authority: School Boards and Teachers Collective Negotiations Act Section 60(i)(e) - to select, and where necessary, to train persons who may act as mediators, fact-finders', arbitrators or selectors. Information Maintained: CVs. Uses: For appointment as fact-finders/mediators/arbitrators. Source and accuracy of data. Users: Commission staff. Individuals in Bank: Third party neutrals. Retention and Disposal: Files of inactive third parties are destroyed. All "active" files are retained at the ERC office.



## Franco-Ontarian Education and Training Council

The Franco-Ontarian Education and Training Council advises the Minister of Education and Training on all matters concerning the education of Franco-Ontarians at the elementary, secondary and postsecondary levels and training. The council is better known under its French acronym CEFFO.

The council formed in January 1994, is an amalgamation of the former CEFO and CCAF (Comite consultatif des affaires francophones).

### Common Records

#### CORPAY

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
General Employment History and Payroll Information  
Identity/Employee Card  
Job Competitions and Applications  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### Manuals

Education et besoins des Franco-Ontariens: Le diagnostic d'un système d'éducation, Vol. 1 et Vol. 2  
L'éducation Française en Ontario à l'heure de l'immersion  
L'éducation et besoins des Franco-Ontariens: Le diagnostic d'un système d'éducation-Volume 1 et 2 par Stacy Churchill, Saeed Quazi, Normand Frenette  
L'éducation française en Ontario à l'heure de l'immersion par L-G Bordeleau  
Rapport annuel  
Rapports annuels du CEFFO

## Languages of Instruction Commission of Ontario

The Languages of Instruction Commission of Ontario was established to help resolve disputes over the provision of education programs in the language of a French or English minority group. The commission intercedes in conflicts between school boards and their language advisory committees, and groups of ratepayers.

### Common Records

CORPAY  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Litigation Files  
Travel/Expense Accounts

### Personal Information Banks

#### Administrative Staff

Location: Languages of Instruction Commission of Ontario.  
Legal Authority: N/A. Information Maintained: None. Uses: N/A. Users: N/A. Individuals in Bank: N/A. Retention and Disposal: N/A.

## Ontario Council On University Affairs

Established by an Order-in-Council in 1974, the Ontario Council on University Affairs (OCUA) advises the Minister of Education and Training and the Lieutenant Governor-in-Council on funding requirements, allocation of funds, graduate and undergraduate professional program approvals, Ontario Graduate Scholarship funding and any other matters pertaining to the university system. OCUA acts as an intermediary between the provincial government and the 22 provincially assisted universities and related institutions, the Ontario College of Art and the Ontario Institute for Studies in Education. The council is composed of a full-time chair, a part-time vice-chair and 19 members who serve on a part-time basis. A small staff supports the work of the council.

### Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
General Employment History and Payroll Information  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Prior Learning Assessment Files  
Research Files  
Resource Allocation Reference Files  
Students with Disabilities Reference Files  
University Restructuring Steering Committee Files

### Personal Information Banks

Academic Advisory Committee - Members' Curricula Vitae  
Location: Ontario Council On University Affairs. Legal Authority: Order-in-Council 1805/82. Information Maintained: Committee members biographical information: current/past education, publication record, scholarly activities. Uses: Provide information on committee's composition. Users: Council staff. Individuals in Bank: Committee members. Retention and Disposal: Twenty years, then transferred to archives.

### Ontario Council on University Affairs - Members' Personal Records

Location: Ontario Council On University Affairs. Legal Authority: Order-in-Council 2477/74. Information Maintained: Council members biographical information: current/past education, other, publication records. Uses: Provide information on council's composition. Users: Council staff. Individuals in Bank: Council members. Retention and Disposal: Twenty years, then transferred to archives.

### Postsecondary Anti-Harassment & Discrimination Project Coordinating Commi

Location: Ontario Council On University Affairs. Legal Authority: Initiated by the Minister of Education and Training. Information Maintained: Personal records on committee members. Uses: Provide information on the committee's composition. Users: Council staff. Individuals in Bank: Committee members. Retention and Disposal: Ten years, then transferred to archives.

### Resource Allocation Task Force - Members Personnel Records

Location: Ontario Council On University Affairs. Legal Authority: Initiated by the Minister of Education and Training. Information Maintained: Personal records of Task Force members. Uses: Provide information on Task Force composition. Users: Council staff. Individuals in Bank: Task Force members. Retention and Disposal: Ten years, then transferred to archives.

### University Restructuring Steering Committee - Members' Personal Records

Location: Ontario Council On University Affairs. Legal Authority: Initiated by the Minister of Colleges and Universities, a process to reshape the postsecondary sector. Information Maintained: Committee members biographical information: current/education, publication records. Uses: Provide information on committee's composition. Users: Council staff. Individuals in Bank: Committee members. Retention and Disposal: Ten years, then transferred to archives.

## **Academic Advisory Committee**

The committee advises the Ontario Council on University Affairs on the funding of new graduate and professional programs offered by the universities.

## **Ontario Council of Regents for Colleges of Applied Arts & Technology (CAATS)**

The Ontario Council of Regents advises the Minister of Education and Training on policy and planning matters of a system-wide nature for Ontario colleges of applied arts and technology. Currently the council is involved in the implementation of two major initiatives stemming from the

Vision 2000 review: Prior Learning Assessment (PLA) and the College Standards and Accreditation Council (CSAC). At the current time, the council is also examining issues related to the restructuring of the college system. The council is also responsible for appointing colleges' boards of governors; collective bargaining, on behalf of the colleges, with academic and support staff; and reviewing and recommending salaries, terms and conditions of employment for college administrative staff and presidents.

### **Common Records**

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Job Competitions and Applications  
Performance Management  
Professional Development  
Scholarships and Awards  
Travel/Expense Accounts

### **General Classes or Types of Records**

Collective Bargaining  
Recommendations to Minister

### **Personal Information Banks**

#### Boards of Governors - External Nomination Files

Location: Ontario Council of Regents for Colleges of Applied Arts & Technology (CAATS). Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, education, occupation, public or professional organization experience, telephone number. Uses: Determine appointments to colleges' Boards of Governors. Users: Council members and staff. Individuals in Bank: Nominees to colleges' Boards of Governors. Retention and Disposal: Four years, then destroyed.

#### Council of Regents - Members' Personal Files

Location: Ontario Council of Regents for Colleges of Applied Arts & Technology (CAATS). Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Council members biographical information e.g, contributions to education, current/past employment, education. Uses: Publish information on council members. Users: Council staff. Individuals in Bank: Council members. Retention and Disposal: Not determined.

## **Ontario Graduate Scholarship (Selection Board)**

The Ontario Graduate Scholarship (Selection Board) provides advice and recommendations to the Minister of Education and Training concerning the policies and administration of the Ontario Graduate Scholarship program



and selects successful candidates for funding under the program.

### **Ontario Student Assistance Appeal Board**

The Ontario Student Assistance Appeal Board advises the Minister of Education and Training, universities on financial assistance given to the Ontario Student Assistance Program applicants.

### **Planning and Implementation Commission**

The Planning and Implementation Commission advises the Minister on the implementation of government policy related to the secondary panel of the publicly funded Roman Catholic Separate School system.

#### **Common Records**

CORPAY

Central Attendance Recording System (CARS)

Employee Personnel, Payroll and Benefits Records

Employment Application Inventory

General Employment History and Payroll Information

Job Competitions and Applications

Litigation Files

Performance Management

Professional Development

Travel/Expense Accounts

#### **General Classes or Types of Records**

Annual Reports to the Minister

Register of Designated Personnel

School Board Plans and Impact Statements

### **Private Vocational School Review Board**

The Private Vocational School Review Board conducts hearings under the Private Vocational Schools Act, as required, concerning the granting, renewal, revocation or suspension of school registrations.

### **Provincial Schools Authority**

The Provincial Schools Authority (PSA) was established in 1975 under the Provincial Schools Negotiations Act. The Act created a bargaining unit of all teachers employed in provincially operated schools. The PSA negotiates a collective agreement with the Federation of Provincial School Authority Teachers (FOPSAT) on behalf of the Ministries of Education and Training, Health and Solicitor General and Correctional Services. The PSA is the employer of record and handles grievance administration.

#### **Personal Information Banks**

##### Provincial Schools Authority

Location: Provincial Schools Authority. Legal Authority: Provincial Schools Negotiations Act, R.S.O. 1990, c.P.35,

s.4(1). Information Maintained: Letters of surplus staff, divestments to school boards correspondence, legal documentation concerning an employee grievance, requests for educational leaves of absence, submissions. Uses: Coordinate the authority's position in response to grievances. Users: Legal counsel for the authority, members of the authority. Individuals in Bank: Members of the Federation of Provincial Schools Authority Teachers. Retention and Disposal: Twenty years, then destroyed.

# ENVIRONMENT AND ENERGY

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## Head

Minister of the Environment & Energy  
135 St. Clair Avenue West, 12th Floor  
Toronto, Ontario  
M4V 1P5  
(416) 323-4360

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Environment and Energy  
40 St. Clair West, 8th Floor  
Toronto, Ontario  
M4V 1P5  
(416) 314-4075



A public reading room for the review of manuals and other information is open during regular office hours on the main floor at 135 St. Clair Avenue West, Toronto. In addition, public reading rooms are located at each regional office. Refer to Government of Ontario Telephone Directory for addresses.

The ministry's mandate is to protect and enhance the quality of the environment for the present and future well-being of the people of Ontario and to ensure access to affordable energy that is environmentally safe and sound.

The ministry is responsible for developing programs and policies that protect air, water and land, encouraging green industry, and promoting energy efficiency.

Approximately 9 boards and agencies report to the Minister of Environment and Energy.

Please call the Public Information Centre, Communications Branch, for information on ministry programs and publications: Toll-free 1-800-565-4923 or (416)323-4321. Internet address: <http://www.ene.gov.on.ca/>

Please note that Acts and regulations are obtained only through Publications Ontario.

## Deputy Minister's Office

### Communications Branch

The Communications Branch provides information on ministry policies and programs to the general public and targeted audiences. Branch staff develop the ministry's corporate communications strategies, produce written and

graphic communications materials and respond directly to enquiries from the media. The branch operates the ministry's Public Information Centre. Information on the ministry's programs and publications may be obtained by calling toll-free 1-800-565-4923 or (416) 323-4321. Internet address: <http://www.ene.gov.on.ca/>

### General Classes or Types of Records

Statements to the Legislative Assembly

### Corporate Secretariat

The Corporate Secretariat co-ordinates the provision of accurate and timely information and briefing material to the Minister and the Minister's office for a variety of issues and purposes. It prepares and co-ordinates responses to all letters addressed to the Minister. It is also responsible for liaison between the ministry and the Office of the Ombudsman of Ontario.

### Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Job Competitions and Applications  
Travel/Expense Accounts

### Legal Services Branch

The Legal Services Branch counsels the ministry on the interpretation of statutes and regulations and the preparation and review of proposed legislation, regulations and other legal documents. Branch lawyers conduct prosecutions under provincial environmental legislation, act as counsel at environmental hearings, represent the ministry before the National Energy Board and other tribunals and provide solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

### Common Records

Central Attendance Recording System (CARS)  
Freedom of Information and Protection of Privacy Act Requests  
Job Competitions and Applications  
Litigation Files  
Travel/Expense Accounts

### General Classes or Types of Records

Directors' File  
Provincial Analysts File  
Provincial Officers File

### Personal Information Banks

#### Agreement Files

Location: Legal Services Branch. Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4.



Information Maintained: Name, address, agreements, legal opinions, procedures, related correspondence. Uses: Develop ministry agreements for financial and/or administrative services. Users: Branch solicitors and appropriate ministry staff. Individuals in Bank: Individuals who are party to agreements with the ministry. Retention and Disposal: Twenty-two years, then destroyed.

#### Claims Against the Crown Files

Location: Legal Services Branch. Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4.

Information Maintained: Name, address, telephone number, judgments, related correspondence, transcripts. Uses: Resolve land claims; record action against the ministry. Users: Branch solicitors and appropriate ministry staff. Individuals in Bank: Individuals or claimants initiating a suit. Retention and Disposal: Twenty-four years, then transferred to archives.

#### Claims Files

Location: Legal Services Branch. Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4.

Information Maintained: Name, address, arbitrations, claims, legal opinions, minutes of meetings, related correspondence, reports, settlements. Uses: Record information and events in respect of legal handling of claims. Users: Branch solicitors and appropriate ministry staff. Individuals in Bank: Individuals making claims. Retention and Disposal: Twenty years, then transferred to archives.

#### Hearing Files

Location: Legal Services Branch. Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4.

Information Maintained: Name, address, judgments, legal opinions, notices, related correspondence, transcripts. Uses: Investigate, develop and conduct ministry hearings. Users: Branch solicitors and appropriate ministry staff. Individuals in Bank: Individuals who have been principal party before the board. Retention and Disposal: Twenty-four years, then transferred to archives.

#### Orders Files

Location: Legal Services Branch. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.19(2).

Information Maintained: Name, address, copy of orders, inspection reports, legal opinions, recommendations to issue orders, related correspondence, supporting documents (violation notices and inspection reports), telephone number. Uses: Investigate, develop and conduct ministry issuance of orders. Users: Branch solicitors and appropriate ministry staff. Individuals in Bank: Individuals to whom orders have been issued. Retention and Disposal: Twenty-four years, then transferred to archives.

#### Prosecution Files

Location: Legal Services Branch. Legal Authority: Ministry of the Environment Act, R.S.O. 1990 c.M.23, s.4.

Information Maintained: Defendant's name, address,

telephone number. Uses: Investigate, develop and conduct ministry prosecutions. Users: Branch solicitors and appropriate ministry staff. Individuals in Bank: Individuals being prosecuted for offences under ministry legislation. Retention and Disposal: Twenty-five years, then transferred to archives.

#### Prosecution Summaries

Location: Legal Services Branch. Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4.

Information Maintained: Defendant's name, address, appeal status, court, defence counsel, judge, offence, remarks. Uses: Record information and events regarding prosecutions by the ministry. Users: Branch solicitors and appropriate ministry staff. Individuals in Bank: Individuals being prosecuted. Retention and Disposal: Twenty-five years, then transferred to archives.

## Conservation and Prevention Division

The Conservation and Prevention Division works in partnership with stakeholders throughout the province on strategies that promote resource conservation and pollution prevention by changing consumption and production activities. The division's program staff work with communities, volunteer organizations and industries to encourage activities and new technologies that reduce waste and the use of water, energy and other resources. The division is also responsible for programs that facilitate environmentally sensitive decision-making in land use and economic development issues through effective planning and environmental assessment.

#### Manuals

EA Reviewers' Manual - Procedures for Ministry of Environment and Energy

## Environmental Assessment Branch

The Environmental Assessment Branch administers the Environmental Assessment Act and its regulations. Organizations subject to the Act are municipalities, provincial ministries and agencies and conservation authorities. In addition, private sector activities may become subject to the Act through designation by the Minister and Cabinet. The Minister of Environment and Energy is required to make decisions on the following types of submissions: individual environmental assessments, class environmental assessments, requests for exemption and designation under the Act and bump-up requests related to class environmental assessment undertakings. The branch coordinates the review of each of the above submissions to inform and advise decision-makers, proponents (those proposing an undertaking) and the public, as necessary. This office provides advice on the requirements of the

Environmental Assessment Act, the status of guidelines to provide direction and clarity for those involved in environmental assessment. Public records are maintained in the branch for undertakings submitted for review and are made available to the public. These records include individual environmental assessment documents and the related review of these documents.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications

### General Classes or Types of Records

Bump-up Requests Under Class EA Approvals  
Designation Requests Under the EA Act  
Environmental Assessment Reviews  
Exemption Requests Under the EA Act

### Manuals

A Plain Language Guide to the Environmental Assessment Act  
An Introduction to Environmental Assessment in Ontario  
Environmental Assessment Reform - A Report on Improvements on Program Administration  
Guideline for Preparing Environmental Assessment Proposals  
Guideline on Pre-Submission Consultation on the Environmental Assessment Process  
Interim Expansion of Municipal Landfills  
Ministry of Citizenship, Culture and Recreation: Guideline for Preparing Environmental Assessments  
Ministry of Environment and Energy: Guideline for Preparing Environmental Assessments  
Ministry of Municipal Affairs: Guideline for Preparing Environmental Assessments  
Ministry of Natural Resources: Guideline for Preparing Environmental Assessments  
Ministry of Transportation: Guideline for Preparing Environmental Assessments  
Municipal Class EAs - Bulletin #1  
Municipal Class EAs - Bulletin #2  
Regulation 334  
Sectoral Environmental Assessment Proposal for Waste Management Planning  
The Interim Guidelines on Environmental Assessment - Planning and Approvals  
The Role of the Review and the Review Participants in the Environmental Assessment Process  
Written Reasons Required for Minister's Decisions on Environmental Assessment

## Environmental Planning and Analysis Branch

The major activities and priorities of the Environmental Planning and Analysis Branch include: the development

and promotion of strategies for environmental management and conservation; development of policy for environmental planning, stewardship, conservation and pollution prevention; coordination of MOEE review of environment assessments; fulfilling the mandated provincial government commitment with regard to the Niagara Escarpment Program; promoting and implementing environmental planning initiatives; undertaking partnerships and joint initiatives with people having an interest in an enterprise to advance an ecosystem approach for environmental protection. This branch links with the private sector, municipalities and provincial agencies to promote sound environmental planning in Ontario.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications

### General Classes or Types of Records

Environmental Assessment and Special Projects Files  
Land Use planning Records  
Niagara Escarpment Records

### Manuals

Manual of Environmental Policies and Guidelines - Volume 1  
Municipal Environmental Planning Series (Environment Ontario and Municipal Planning, Air Pollution Considerations for Municipal Planning, Individual Sewage Systems and Municipal Planning, Individual Water Systems and Municipal Planning)

### Public Records

#### Development Permit Applications

Purpose: Provide data from which the commission can decide on land use in the escarpment. Legal Authority: Niagara Escarpment Planning and Development Act, R.S.O. 1990, c.N.2, s.23. Information Maintained: Name, address, appeals, construction details, correspondence, final decisions, list of owners within 400 feet, location, ownership, site plan. Retrievability: Application number cross-referenced to name. Retention and Disposal: Five years, then transferred to archives. Access Procedures: In person at the Clarksburg office, 11-13 March St., P.O. Box 9, Clarksburg, Ont., N0H 1J0, telephone: (519) 599-3340; Georgetown Office, 232 Guelph St., Georgetown, Ont., L7G 4B1, telephone: (416) 877-5191; Grimsby Office, 166 Main St. W., Grimsby, Ont., L3M 1S3, telephone: (416) 945-9235.

#### Environmental Assessment Documents

Purpose: For public review within legislation by time frames established. Legal Authority: Environmental Assessment Act. Information Maintained: Documents within established time frame. Retrievability: N/A. Retention and Disposal: Current plus 15 years; then destroyed. Access Procedures: Contact appropriate regional office.



### Plans Amendment Applications

**Purpose:** Provide bases for commission's decisions, public hearings, Minister's and Cabinet's decision on amendments to the Niagara Escarpment Plan. **Legal Authority:** Niagara Escarpment Planning and Development Act, R.S.O. 1990, c.N.2.s.12. **Information Maintained:** Name, address, final decision, location, property owner, proposed change to designation. **Retrievability:** Application number and name. **Retention and Disposal:** Retained indefinitely, finally transferred to archives. **Access Procedures:** In person at the Georgetown Office, 232 Guelph St., Georgetown, Ont., L7C 4B1, telephone: (416) 877-5191.

### Green Industry Office

The mandate of the Green industry Office is to promote the growth of domestic and international markets for Ontario's Green Industry sector. Green industries are companies which offer products, processes or services which prevent pollution, protect or clean up the environment. This rapidly expanding sector is characterized by small-to-medium-sized firms with specialized scientific and technical expertise. Business planning, better access to capital, commercialization support and the development of potential export markets are critical to the competitiveness and continued growth of green industries in Ontario.

The Green Industry Office assists these firms in three main areas: technology development, business development and trade promotion. Working closely with the Canadian Environmental Industry Association (CEIA) and the Ontario Centre for Environmental Industry Technology Advancement (OCETA), two of its key private sector partners, the Green Industry Office concentrates on activities abroad. Current objectives of the Green Industry Office including development, monitoring local venture capital pools, facilitating links for Ontario firms with international funds for projects outside Canada, co-sponsoring workshops on accessing key markets and organizing trade missions of Ontario firms to international target markets.

#### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications

#### General Classes or Types of Records

Green Community Initiatives - New Communities  
Green Industry Strategy - Policy Framework  
Green Market Opportunities Program

### Industry Conservation Branch

Industry Conservation Branch provides expert advice, support tools and other assistance to private industry on ways to conserve energy and water and to reduce waste and the production of greenhouse gas emissions. The branch

also supports technology innovation and encourages the growth of environmental industries in Ontario. The branch has two line delivery sections: Clean Production Services which provides expert advice and technical assistance to Ontario industries; and Environmental Technology Services, which provides technology evaluations, monitors and assesses new and emerging environmental and energy technologies and produces technology status reports, factsheets and workshops.

#### General Classes or Types of Records

Green Analyses  
Industrial Analyses  
Industrial Process Equipment Demonstration Reports and Factsheets  
Market Entry of Energy Efficient Technology Reports  
Sectoral Studies

### Waste Reduction Branch

The Waste Reduction Branch promotes the development of safe, effective, financially sustainable 3Rs (reduction, reuse and recycling) and disposal systems in Ontario for hazardous waste and municipal solid waste, including industrial waste.

#### General Classes or Types of Records

Disposal Policy  
MRSP/FAP/WMIP/IWDP/IWDP-TIRES - Financial  
Market Development  
Reduction, Reuse, Recycle  
Technology Development  
Waste Diversion Information System  
Waste Management System Planning Program - Financial  
Waste Materials  
Waste Reductions Policy and Programs

### Corporate Management Division

The Corporate Management Division enables the efficient delivery of ministry programs. The division is responsible for ensuring ministry compliance with the provincial government's regulatory and policy framework relating to human resources, equal opportunity, financial and procurement management, audit, freedom of information, French language services, information services and budgetary control. It supports protection of the environment by ensuring effective and sensitive use of staff and efficient use of financial and information resources as the foundation for ministry programs.

### Finance and Administration Branch

The Finance and Administration Branch provides financial management and accounting services to aid in the delivery

of the ministry's environmental programs. It is responsible for corporate services in assets, facilities, procurement and recorded information management.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Parking Records

### Manuals

Administrative Policy Manual

## Fiscal Planning and Information Management Branch

The Fiscal Planning and Information Management Branch supports the ministry by providing a full range of budgetary and resource management services. It also coordinates the development of corporate information management objectives and policy, and provides liaison services with the ministry's agencies, boards and committees.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Travel/Expense Accounts

### Manuals

Estimates briefing books  
Estimates defence  
Financial assistance available through the ministry  
Introduction to the Ministry of Environment and Energy  
Proforma - printed estimates

## Freedom of Information and Protection of Privacy Office

This office is responsible for implementing and administering the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. It develops policies, ensures compliance with the Act, coordinates access to information requests and represents the ministry when appeals are filed.

### Common Records

Central Attendance Recording System (CARS)  
Freedom of Information and Protection of Privacy Act  
Requests

### Manuals

Freedom of Information and Protection of Privacy Manual

## French Services Office

This office provides guidance and assistance to the ministry and its agencies on the planning and effective delivery of

programs, activities and services in French and serves as a link between the francophone community and the ministry.

The French Services Office also provides translation services, ensures the use of standardized environmental terminology in French and publishes a bilingual lexicon.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications

### Personal Information Banks

French Language Services Act Human Resources Plan  
Location: French Services Office. Legal Authority: French Language Services Act, 1986. Information Maintained: Name, branch, classification, level of French language, position title. Uses: Track staff occupying designated bilingual positions. Users: French services, branch directors, human resources, Office of Francophone Affairs. Individuals in Bank: All staff currently occupying a designated bilingual position. Retention and Disposal: Six years, then destroyed.

## Human Resources Branch

The Human Resources Branch provides a full range of services and advice to line managers and employees in all matters relating to human resources management. These services include: establishing ministry human resource policies and procedures, implementing new initiatives to meet workplace quality goals, organizational design and performance management. The branch coordinates equal opportunity, accommodation and the Workplace Discrimination and Harassment Prevention Program, as well as Employee Identification and Service Recognition Programs. It ensures appropriate classification and compensation levels for all employees, provides staff recruitment, employee counselling, labour relations and occupational health and safety. The branch operates a Career Centre and offers career counselling, training and development for all employees with emphasis on those in transition. The branch is also responsible for the administration of employee pay and benefits and benefits counselling, youth and special employment programs including the corporate administration of the Ontario government's Environmental Youth Corps.

The Training and Certification Section develops, administers and presents courses on management and environmental subjects, and oversees the classification and certification programs related to water and sewage plant operators.

### Common Records

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)



Employee Personnel, Payroll and Benefits Records  
 Employment Application Inventory  
 General Employment History and Payroll Information  
 Grievances and Applications  
 Identity/Employee Card  
 Job Competitions and Applications  
 Medical Information (Personnel)  
 Ombudsman/Human Rights Commission  
 Performance Management  
 Workers' Compensation  
 Workplace Discrimination and Harassment Prevention Program

### Management Audit Branch

The Management Audit Branch is responsible for carrying out a comprehensive program of internal audits by examining and evaluating financial and management controls within the ministry.

#### Common Records

Central Attendance Recording System (CARS)  
 Job Competitions and Applications  
 Library Users Lists

## Environmental Sciences and Standards Division

The Environmental Sciences and Standards Division is responsible for ensuring that the ministry has the best available scientific and technological information for all the programs and policies developed to address priority issues. It also ensures that its standards development, analytical services and monitoring results are transformed into useful, accessible and current information about the state of the environment.

This division provides these services through its five branches: Science and Technology, Environmental Monitoring and Reporting, Program Development, Standards Development and Laboratory Services.

The Environmental Bill of Rights Coordination Office is also part of this division and is responsible for the bill's implementation.

### Environmental Bill of Rights Office

The Environmental Bill of Rights Office establishes and implements procedures to ensure the ministry fulfils its obligations under the Environmental Bill of Rights Act, assists with government-wide implementation of the Act, maintains a publicly accessible electronic environmental registry and makes provisions for the training of ministry staff.

## Environmental Monitoring and Reporting Branch

The Environmental Monitoring and Reporting Branch provides environmental information province-wide through a multimedia monitoring network. It also co-ordinates data management, systems and the preparation of reports for the Environmental Sciences and Standards Division.

#### General Classes or Types of Records

Air Quality and Meteorology  
 Drinking Water Surveillance Program  
 Great Lakes Surface Water Monitoring Data  
 Hazardous Waste Information System  
 Industrial Discharge Report  
 Provincial Water Quality Monitoring Network  
 Sport Fish Contaminant Monitoring Program

#### Personal Information Banks

##### Well Contractor and Well Technician Licensees

Location: Environmental Monitoring and Reporting Branch.  
Legal Authority: Ontario Water Resources Act, Sections 39 and 43. Information Maintained: Complete name, conviction information, date of birth, educational qualifications, employer/employee information, prosecution information, residential address. Uses: Monitor compliance with legislation. Data provided by applicants. Users: MOEE Provincial Officers, MOEE Legal Services Branch, MOEE Investigations and Enforcement Branch. Individuals in Bank: Owners, official representatives of licencees. Retention and Disposal: 75 years.

#### Public Records

##### Water Well Information System

Purpose: Compliance with requirements of Ontario Water Resources Act regarding well construction. Data allows for assessment of groundwater use and evaluation of resource. Data is submitted by well contractors. Legal Authority: Ontario Water Resources Act, Section 75. Ontario Regulation 903 under OWRA. Information Maintained: Name of contractor, Surface elevation; geographic coordinates; geology-geologic formations, date of completion, geographic coordinates, geology-geologic formations, kind of water, name of well owner, pumping test data, static level, surface elevation, water depth, well construction details, well yield. Retrievability: Data is organized by well number, well location in county, district, township, borough, city, town, village, lot and concession. Retention and Disposal: Current + 50 years archival. Access Procedures: N/A.

## Laboratory Services Branch

The Laboratory Services Branch provides analytical support for the ministry's environmental assessments and environmental regulatory programs. It participates in

planning programs, assists in data interpretation, updates analytical methods and develops procedures for measuring new environmental pollutants. The branch participates in environmental research projects, studying the interaction of atmospheric and aquatic pollutants with the environment and its effect on human health. The technical library, located on Resources Road ((416) 235-5751), is open from 8:00 a.m. to 4:00 p.m., Monday to Friday. It provides technical information on environment-related matters to ministry staff and members of the public, and consists of textbooks, journals and ministry documents. The Central Laboratory in Toronto provides technical guidance to the regional laboratories in Thunder Bay, London and Kingston, in terms of quality assurance, method development and technology transfer. In addition, a field laboratory supporting ministry programs is maintained in Dorset. The regional and field offices are listed in individual entries.

#### **Common Records**

Job Competitions and Applications  
Library Users Lists  
Litigation Files  
Student Applications

#### **General Classes or Types of Records**

Laboratory Information/Computer System

#### **Manuals**

A Guide to the Collection and Submission of Samples for Laboratory Analysis

### **Program Development Branch**

The Program Development Branch was created in September 1993, to fulfil the need for a multi-media approach to the development and support of new and existing programs and regulations. With emphasis on the prevention of pollution, the branch targets air, soil and water to address the ministry's priority areas. The branch serves as the primary contact point for MOEE's municipal, industrial and other clients. The Pollution Prevention Office is also located in the branch.

#### **General Classes or Types of Records**

Great Lakes remedial action plans (RAPs)  
Industrial emissions  
Municipal Industrial Strategy for Abatement (MISA)  
Municipal sewage, sludge and waste management  
Pollution prevention

#### **Manuals**

Ecosystem Principles and Objectives for Lake Superior - Discussion Paper  
Lake Ontario Lakewide Management Plan  
Lake Ontario Toxics Management Plan

### **Science and Technology Branch**

The Science and Technology Branch ensures that the ministry has the best available scientific, engineering and technological information for defining its environmental priorities and setting up and maintaining its policies and programs. It also coordinates internal and external research and development.

#### **General Classes or Types of Records**

Acid rain  
Acidic Precipitation in Ontario Study (APIOS)  
Acidic deposition monitoring  
Air issues (global warming, climate change, stratospheric ozone depletion, ground level ozone, smog, NOX/VOX particulate).  
Air monitoring  
Air toxics monitoring in urban areas  
CURB (Clean Up Rural Beaches)  
Contaminant criteria, regulations, policies and guidelines  
Great Lakes air toxics deposition monitoring  
Industrial technology investigations  
Lakeshore capacity study (1974-1985)  
Landfill technology  
Mathematical modelling (air and water)  
Nanticoke Environmental Management Program  
Radioactivity  
Radioactivity environmental monitoring and reporting  
Research Advisory Council (RAC)  
Site remediation  
Solid waste management  
Sportfish contaminant monitoring - mercury research program  
Sudbury environmental study  
Technology assessment  
Waste sites identification (inventory)  
Windsor Air Quality Study (WAQS)

#### **Personal Information Banks**

##### Clean Up Rural Beaches (CURB)

Location: Science and Technology Branch. Legal Authority: Legal Authority: Environmental Protection Act R.s.o 1990 c.19 s.1. Information Maintained: Name, CURB area, address, amount of grant, date grant cheque processed, date of confirmation letter, date of receipt of grant application, electronic database, problem, project approval, project approval date, project location and type, solution, telephone number, total cost. Uses: Determine suitability of project; project approval; financial support for grant application; audit; evaluation of program. Users: Authorized MOEE staff. Individuals in Bank: Project applicants. Retention and Disposal: Current year + 10 years archival.



## Standards Development Branch

The Standards Development Branch assesses the significance of environmental contaminants and establishes standards for their control. It also carries out industrial effluent toxicity testing and assesses the effects of toxic substances and effluents on aquatic organisms. The branch plays a lead role in ensuring that the terrestrial ecosystems of Ontario are protected from the effects of airborne and soil-borne contaminants. In addition, the branch oversees the administration of the Pesticides Act and Regulation 914, thus ensuring the safe and effective use of pesticide products in Ontario. The branch provides technical support to the pesticides control program and to the Ontario Pesticides Advisory Committee.

### Common Records

Board of Governors Membership  
Career Planning/Training

### General Classes or Types of Records

Air emissions toxicity  
Biotechnology  
Chemical evaluation search and retrieval system  
Contaminants  
Ontario Accessible Standards information system  
Pesticide products classified in Ontario  
Phytotoxicology  
Risk assessment  
Risk management

### Personal Information Banks

#### External request phytotoxicology files

Location: Standards Development Branch. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.5. Information Maintained: Name, address of parties, alleged source, board hearings, damages, investigation report, nature of complaint, supporting data. Uses: Control pollution; document plant injury; compensate complainant for financial damages. Users: Phytotoxicology and regional abatement staff. Individuals in Bank: Complainants, offenders. Retention and Disposal: Forty years, then to archives.

#### Pesticides Control Program permit files

Location: Standards Development Branch. Legal Authority: Pesticides Act, R.S.O. 1990, c.P.11, s.5. Information Maintained: Names of pesticide users, Names of pesticide users, date of issue, date of proposed extermination, location of use, names and licence numbers of exterminators involved, names of owners and/or responsible persons, permit numbers, type and amount of pesticide products. Uses: Authorizes sale and use of restricted pest-control products for fumigation. Users: Appropriate ministry staff. Individuals in Bank: Permit holders performing fumigations. Retention and Disposal: Five years, then destroyed.

## Operations Division

The Operations Division is the operations and program delivery arm of the ministry. It is responsible for delivering programs to protect air quality, to protect surface and ground water quality and quantity, to manage the disposal of wastes, to ensure an adequate quality of drinking water and to control the use of pesticides. In addition, the division is responsible for administering the ministry's approvals and licensing programs as well as an investigative and enforcement program to ensure compliance with environmental laws. The division has a province-wide network of regional, district and sub-offices; as well, it includes the Approvals Branch and Investigations and Enforcement Branch.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Library Users Lists  
Tests, Examinations and Assessments

## Approvals Branch

The Approvals Branch, under the Ontario Water Resources Act and the Environmental Protection Act, reviews and approves applications for new or modified waste, water and sewage facilities or facilities which may emit a contaminant, including noise, to the air. They administer licence issuing-functions relating to pesticides and septic system haulers and installers, and provide technical advice and guidance to agencies delivering the subsurface sewage disposal program in Ontario.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications

### General Classes or Types of Records

Certificates of approval  
On-site sewage systems unit  
Pesticides custom sprayers  
Pesticides licences  
Waste management systems

### Manuals

Exterminator's application guide  
General Information Certificate of Approval (air)  
Guide for applying for a Waste Management System  
Guide for applying for Waste Disposal Site (landfilling, processing and transfer)  
Guide for applying for a Municipal and Private Water and Sewage Works  
Guide for applying for Approval of Industrial Sewage Works  
Guide for applying for Certificates of Approval (air)  
Operator's Application Guide

Guide for applying for Certificates of Approval (air)  
Operator's Application Guide  
Pesticides Vendor Information Kit

### Personal Information Banks

#### Exterminator Licensing Files

Location: Approvals Branch. Legal Authority: Pesticides Act, R.S.O. 1990, c.P.11, s.5. Information Maintained: Name, address, corporation names, licence numbers and classifications, telephone number. Uses: Regulate the licensing program. Users: Ministry head office and regional pesticides staff. Individuals in Bank: Exterminators engaged in the application of land, structural or water pest-control operations. Retention and Disposal: Seven years, then destroyed.

### Public Records

#### Certificates of Approval

Purpose: An index of Certificates of Approval. Legal Authority: Environmental Protection Act, Section 19. Information Maintained: Name of applicant, location and conditions for the approval of the certificate. Retrievability: Name and certificate number. Retention and Disposal: N/A. Access Procedures: Administrative Manager, Approvals Branch, 250 Davisville Ave., Toronto.

#### Haulers and Installers Licences

Purpose: Maintain a record of private citizens, companies and corporations who haul septage and install septage systems. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.80. Information Maintained: Name, address, copies of licences, application for licence, recommendations by ministry regional staff and municipal staff. Retrievability: Name and licence number. Retention and Disposal: seven years, then destroyed. Access Procedures: Administrative Manager, Approvals Branch, 250 Davisville Ave., Toronto.

## Investigations and Enforcement Branch

The Investigations and Enforcement Branch is responsible for all aspects of environmental enforcement within the ministry. This includes the enforcement of the Environmental Protection Act, Ontario Water Resources Act, Environmental Assessment Act, Niagara Escarpment Planning Act and Pesticides Act. The branch complements the abatement and control activities of the Regional Operations Division through effective investigation and enforcement activity.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications

### General Classes or Types of Records

Aerial Photograph Database

Enforcement Tracking Information System (ETIS)  
Environmental Investigations  
Occurrence Report Information System

### Manuals

IEB Case Study Manual  
IEB Training Manual

### Personal Information Banks

#### Crown Brief Files

Location: Investigations and Enforcement Branch. Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4. Information Maintained: Name, Crown briefs, address. Uses: Document legal action resulting from investigations. Users: Appropriate ministry staff. Individuals in Bank: Defendants, lawyers, investigators. Retention and Disposal: Thirteen years, then transferred to archives.

#### Occurrence Report Files

Location: Investigations and Enforcement Branch. Legal Authority: Ministry of the Environment Act, R.S.O. 1990, c.M.24, s.4. Information Maintained: Name, action taken, address, date, officer assigned, report. Uses: Document investigations of alleged infractions of environmental legislation. Users: Ministry investigative staff. Individuals in Bank: Individuals involved in alleged infractions. Retention and Disposal: Thirteen years, then destroyed.

#### Respirator Approved Staff

Location: Investigations and Enforcement Branch. Legal Authority: Occupational Health and Safety Act. Information Maintained: Name of employee, age, medical approval, date approved, fit test approval, region. Uses: Lists staff who have passed a respirator medical examination and fit test, and are thus approved for using full face respirators as part of their work. Users: Training manager with reports to other branch management. Individuals in Bank: Approved employees of Investigation and Enforcement Branch. Retention and Disposal: Two years after failure to pass.

### Public Records

#### Prosecution Database

Purpose: To maintain a record of all environmental prosecutions handled by the branch. Legal Authority: S. 19(2) Environmental Protection Act, R.S.O. 1990. Information Maintained: Accused name, charges, trial date and disposition. Retrievability: Accused name. Retention and Disposal: Thirteen years. Access Procedures: Phone calls for basic requests; written request for lengthy requests.

## Regional/District Offices

The Regional/District Offices are responsible for delivering programs to protect air quality, surface and ground water quality and quantity, manage the disposal of wastes, ensure



an adequate quality of drinking water and control the use of pesticides.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Tests, Examinations and Assessments

### General Classes or Types of Records

Abatement  
Emergency Response Program  
Pesticides Management Files

### Public Records

#### Certificates of Approval

Purpose: A complete listing of active Certificates of Approval issued to applicants. Legal Authority: Environmental Protection Act, S 18. Information Maintained: Name of applicant, Certificate number, and list of documents submitted in support of the application, conditions of approval. Retrievability: Name of applicant and certificate number. Retention and Disposal: Continuous until superceded, then destroyed. Access Procedures: Request through the Administration Manager, Approvals Branch.

#### Water Well Records

Purpose: To enforce requirements of Ontario Water Resources Act and Regulation 903 (e.g., licensing, construction requirements, pump installation, abandonment, etc.). Legal Authority: Ontario Water Resources Act, Ontario Regulation 903 (formerly 612/84). Information Maintained: Water well owners, construction dates, locations. Retrievability: Location. Retention and Disposal: Current + 12 years, then destroy. Access Procedures: Contact the Regional Offices.

### Spills Action Centre

The Spills Action Centre, staffed on a 24-hour basis, receives and records province-wide reports of spills and coordinates appropriate response actions. The centre also deals with other urgent environmental matters after regular office hours.

The Contingency Planning Office promotes planning by industries, municipalities, and federal and provincial agencies to control pollution caused by spills of contaminants. The office also provides guidance pertaining to Part X (Spills Bill) of the Environmental Protection Act.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications

### General Classes or Types of Records

Spills Records

### Personal Information Banks

#### Spills Action Centre Occurrence Reports

Location: Spills Action Centre. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.92. Information Maintained: Name, address, field inspectors' spill reports, industries involved in major spills, occurrence reports of pollution complaints, spill summaries of occurrences, voice-recording tapes. Uses: Abatement and enforcement activities. Users: Spills Action Centre staff, appropriate ministry staff. Individuals in Bank: Private citizens. Retention and Disposal: Fifteen years, then transferred to archives.

## Policy Division

The Policy Division provides a structure to identify strategic issues, to coordinate policy development and to coordinate and integrate action by the ministry and other governments, nationally and internationally.

### General Classes or Types of Records

Agriculture  
Air Pollution  
Biotechnology  
CCME Harmonization  
Climate Change  
Economic Assessments  
Economic Instruments  
Energy  
Environmental Assessment  
Environmental Industry  
Environmental Liability  
Environmental Management  
Fisheries  
Forestry  
Hazardous Contaminants  
International Trade  
Policies  
Pollution Abatement and Prevention  
Risk Management  
Round Table  
SD Indicators  
SOE Reporting  
Solid Waste  
Sustainable Development

### Economic Services Branch

The Economic Services Branch develops and applies economic tools and principles to environmental and energy regulatory and policy issues. It undertakes strategic

economic analyses and evaluations of proposed policies and existing programs, and provides advice regarding the economic consequences of policies and programs.

**Common Records**

Central Attendance Recording System (CARS)

**General Classes or Types of Records**

Assessment of MISA Municipal  
Benefits Assessments of Great Lakes Remedial Action Plans  
Economic Assessments of Standards Development  
Economic Assessment of Ontario Waste Abatement Strategy  
Economic Assessments of MISA Industrial, Monitoring and Limits (for nine industrial sectors)  
Economic Assessments of Waste Management Master Plans  
Economic Instruments (energy conservation/pollution prevention/waste reduction)  
Electricity Policy  
Energy Market Analysis  
Energy Policy Research  
Energy Supply/Demand/Pricing Analyses (by energy type and by sector)  
Energy Utilization  
Energy and Economic Analyses and Forecasts  
Energy and Environmental Economic Research Grants Program  
Environment and Energy Economic Reports  
Environment/Energy - Economy Linkages  
Environmental Protection Industry  
Environmental and Energy Taxes  
Financial Assurance  
Financial Impact Assessments (of selected companies)  
Financial Statement Database  
Global Warming  
Greenhouse Gases  
Industrial Economic Profiles  
MISA Actual Monitoring Cost Database  
Multi-Media Pollution Prevention  
Ontario Hydro database  
Policies

**Electricity Policy Branch**

The Electricity Policy Branch provides analysis and advice on the generation and pricing of electricity, and its distribution by Ontario Hydro, municipal utilities and the private sector. The branch is also responsible for advice on the regulation and structure of energy markets and managing the government's relationship with Ontario Hydro and the Ontario Energy Board. The branch provides advice on environmental, economic, social, technical and financial matters related to electrical energy. It includes responsibilities for restructuring policy developments, electricity operations and planning, and administrative services.

**Common Records**

Central Attendance Recording System (CARS)  
Health and Medical Records  
Travel/Expense Accounts

**General Classes or Types of Records**

Companies and utilities (operations, financing rates)  
Electricity policy  
Energy and environmental issues (acid rain, nuclear health and safety)  
Energy planning (including generating plants, transmission lines)  
Energy policy  
Hydroelectric development  
Native affairs re energy issues  
Non-utility generation  
Nuclear stations (operations, planning, safety)  
Ontario Hydro system status report  
Regional analysis (including remote/northern)  
Regulatory issues  
Transportation of energy (electricity)

**Energy Conservation and Liaison Branch**

The Energy Conservation and Liaison Branch provides analysis, advice and policy coordination on issues relating to the supply, distribution and pricing of natural gas, crude oil, petroleum products, petrochemicals and alternate transportation fuels; the conservation of energy and the greater use of renewable energy resources.

The branch represents Ontario's oil and gas interests in hearings before the National Energy Board; provides the ministry's main liaison with the Ontario Energy Board, the oil, gas and renewable energy industries and their associations as well as energy consumers and their associations; and represents Ontario's energy interests in discussions with the federal government and other jurisdictions. It is responsible for the maintenance of the provincial contingency plan for a possible future oil or natural gas shortage.

The branch has the lead responsibility for coordinating the ministry's climate change work and sits on a number of federal/provincial air issues committees.

This branch includes two sections: Oil and Gas, and Conservation and Renewables.

**Common Records**

CORPAY  
Central Attendance Recording System (CARS)  
Travel/Expense Accounts

**General Classes or Types of Records**

Alternative Fuels



Companies and Utilities (operations, financing, rates)  
 Crude Oil  
 Crude Oil Pipelines  
 Electricity Policy  
 Energy Contingency Planning  
 Energy Efficiency and Conservation Policy  
 Energy Utilization  
 Energy and Environmental Issues (acid rain, nuclear health and safety)  
 Federal-Provincial Liaison  
 Native Affairs re Energy Issues  
 Natural Gas  
 Natural Gas Pipelines  
 Non-Utility Generation  
 Petrochemicals  
 Petroleum products  
 Petroleum refining industry  
 Prices - Gasoline and Petroleum  
 Renewable Energy  
 Transportation of Energy (pipelines, electricity)

## Intergovernmental Relations Office

The Intergovernmental Relations Office is responsible for coordination and liaison of ministry involvement in interjurisdictional environmental policies and programs.

### General Classes or Types of Records

Great Lakes Issues, including Canada-Ontario Agreement respecting the Great Lakes Basin Ecosystem, International Joint Commission (IJC), Remedial Action Plans (RAPs)  
 Intergovernmental Agreements  
 Intergovernmental Relations, including Federal-Provincial Relations, Canadian Council of Ministers of the Environment (CCME), Inter-Provincial Relations, Ontario-U.S. Relations, Interministerial Relations, International Relations, U.N.  
 Legislation: general documents pertaining to Ontario's and other jurisdictions' environmental legislation.

## Policy Development Branch

The Policy Development Branch is responsible for the coordination and maintenance of corporate policy, and for the development of key environment and energy policies in response to government-wide and corporate priorities.

### General Classes or Types of Records

CCME Harmonization  
 Economic Instruments Project  
 Environmental Scan  
 Lender Liability  
 Partnership with Universities and Centres of Excellence  
 Policy Definitions

Rural Well Rehabilitation  
 Tribunal Decisions  
 University Twinning

### Manuals

Policy Manual of Guidelines and Procedures

## Agencies

### Environmental Appeal Board

The Environmental Appeal Board was established by the Environmental Protection Act, 1971. Under the Act, the Ontario Water Resources Act and the Pesticides Act, individuals, government agencies or corporations who are directly affected by a decision of a director can appeal to the board. The board may initiate an appeal hearing to confirm, alter or revoke the decision of the director or may substitute its opinion for that of the director. Under the Environmental Bill of Rights, other persons who disagree with a Director's decision may also apply for leave to appeal the decision.

### Common Records

Central Attendance Recording System (CARS)  
 Job Competitions and Applications  
 Travel/Expense Accounts

### Public Records

#### Environmental Appeal Board appeal record

Purpose: Document hearing and appeal notices, and decisions of board. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.140. Information Maintained: Names, addresses, control orders, decisions of the board, notices of appeal, notices of hearing, related appeal documents and correspondence, stop orders. Retrievability: Name, company, file number. Retention and Disposal: Twenty-five years, then transferred to archives. Access Procedures: Contact board secretary.

#### Environmental Appeal Board hearings record

Purpose: Document evidence given by witnesses at board hearings. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.140. Information Maintained: Exhibits entered at hearings, transcripts of public hearings. Retrievability: Name, company, file number. Retention and Disposal: Twenty-five years then transferred to archives. Access Procedures: Contact board secretary.

### Environmental Assessment Board

This Environmental Assessment Board holds public hearings on whether or not approval should be given for major development proposals under the Environmental Assessment Act, the Environmental Protection Act, the

Ontario Water Resources Act, the Intervenor Funding Project Act and the Consolidated Hearings Act.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Travel/Expense Accounts

### Public Records

#### Environmental Assessment Board Hearings Records

Purpose: Public record of hearing process. Legal Authority: Environmental Assessment Act R.S.O 1990 c.18.

Information Maintained: Name, address, applications, board decisions and reports, exhibits entered, notices, occupation, related documents and correspondence, transcripts.

Retrievability: Name of proponent, hearing number.

Retention and Disposal: Twenty-five years, archives - subject to culling. Access Procedures: Environmental Assessment Board, Suite 1201 P.O. Box 2382, 2300 Yonge Street Toronto, Ontario M4P 1E4. (416) 484-7800.

### Board of Negotiation

The Board of Negotiation provides a mechanism for negotiating claims concerning contaminant damage to property. Under the Environmental Protection Act (EPA), an investigation may determine that the damage or injury to vegetation or livestock is caused by a contaminant and that the injury will result in economic loss. If this is the case and the parties involved are unable to come to an agreement regarding damages, the Board of Negotiation can be called upon to help negotiate a settlement. The Board of Negotiation meets with both parties and in an informal manner proceeds to negotiate a settlement of claim. The procedure is without prejudice of any subsequent legal proceedings.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Travel/Expense Accounts

### Public Records

#### Board of Negotiation

Purpose: Maintain a record of notices, ministry investigations and board reports. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E.19, s.172.

Information Maintained: Name, address, correspondence and reports, notices of negotiation. Retrievability: Name and hearing number. Retention and Disposal: Twenty-five years, then transferred to archives. Access Procedures: Board Secretary, Board of Negotiations, Suite 1201, P.O. Box 2382, 2300 Yonge Street, Toronto, Ontario M4P 1E4, (416) 484-7800.

### Office of Consolidated Hearings

Under the Consolidated Hearings Act, the Environmental Assessment Board holds public hearings in conjunction with the Ontario Municipal Board. This occurs when a proposal requires more than one tribunal hearing under more than one of the Acts set out in the schedule to the Consolidated Hearings Act, 1981. The Hearings Registrar must receive written notice from the person proposing the undertaking, specifying the nature of the undertaking, required hearings and governing Acts. The matter is then referred to the chairs of the two boards, who establish a joint board for the hearing. The board's decision can be varied or rescinded only by the Lieutenant-Governor-in-Council or, on a question of law, may be appealed to the Divisional Court.

### Public Records

#### Office of Consolidated Hearings Records

Purpose: Public record of hearing process. Legal Authority: Consolidated Hearings Act, R.S.O. 1190, c.29. Information Maintained: Name, address, application board decisions, reports, exhibits, transcripts, notices, correspondence and related documents. Retrievability: Name of proponent, hearing number. Retention and Disposal: Twenty five year, then transferred to Archives. Access Procedures: Environmental Assessment Board, Suite 1201, 2300 Yonge Street, PO Box 2382, Toronto, Ontario, M4P 1E4. (416) 484-7800.

### Environmental Compensation Corporation

The Environmental Compensation Corporation (ECC) is an Ontario Crown Corporation continued under Part X of the Environmental Protection Act. It helps spill victims and handles applications for financial compensation when loss or damage results from spills of pollutants. The ECC may compensate for bodily injury, clean-up cost, property damage and economic loss. Spill victims must notify the ECC in writing as soon as possible. Victims include those affected by a spilled pollutant which they neither owned nor controlled; and owners and controllers of the spilled pollutant who were not liable at common law but paid compensation to other victims. The ECC has information brochures available to assist victims.

### Common Records

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Travel/Expense Accounts

### Personal Information Banks

#### Applications for Compensation

Location: Environmental Compensation Corporation. Legal Authority: Environmental Protection Act, R.S.O. 1990, c.E. 19, s.103. Information Maintained: Name, accident reports, address, correspondence with applicants, deliberations,



employment information, insurance policies, medical information, proofs of loss. Uses: Determine eligibility for compensation. Users: Board, legal counsel, potential subrogated defendants. Individuals in Bank: Individuals notifying the corporation of a loss alleged to have resulted from a spill. Retention and Disposal: Twenty-five years, then transferred to archives.

## Farm Pollution Advisory Committee

The Farm Pollution Advisory Committee is appointed by the Minister under Section 3(i) of the Environmental Protection Act. The function of the committee is to, upon request of ministry staff, in specific instances, provide advice on water-related farm pollution problems.

## Niagara Escarpment Commission

The Commission administers an environmental land use program by means of development permits and Plan Amendments in the Niagara Escarpment area to ensure that the Escarpment is preserved as a natural environment and that development is environmentally compatible.

The commission is also the main source of information on the Niagara Escarpment and the Niagara Escarpment Plan.

Contact the Georgetown office for Dufferin County and Regional Municipalities of Halton and Peel; the Thornbury office for the Counties of Bruce, Grey and Simcoe; and the Grimsby office for the Regional Municipalities of Hamilton-Wentworth and Niagara.

### Common Records

Central Attendance Recording System (CARS)  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
Job Competitions and Applications  
Travel/Expense Accounts

### General Classes or Types of Records

Land-Use Recommendations and Policy

### Public Records

#### Contraventions

Purpose: Records details and history of contraventions of the Niagara Escarpment Plan. Becomes public record only after file closed. Legal Authority: Niagara Escarpment Planning and Development Act, R.S.O. 1990, c.N.2, s.24. Information Maintained: Name, address, location, correspondence, reports. Retrievability: Name. Retention and Disposal: Eight years, then transferred to Records Centre. Access Procedures: In person at the Georgetown Office, 232 Guelph Street, Georgetown, Ontario L7G 4B1, (905) 877-5191.

#### Development Permit Applications

Purpose: Provides development details from which the commission can decide on land usage on the Escarpment. Legal Authority: Niagara Escarpment Planning and Development Act, R.S.O. 1990, c.N.2, s.23. Information Maintained: Name, address, appeals, construction details, correspondence, final decisions, list of owners within 400 feet, location, ownership, site plan. Retrievability: Application number cross-referenced to name. Retention and Disposal: Retained 25 years. Access Procedures: In person at Georgetown office, 232 Guelph Street, Georgetown, L7G 4B1, 905-877-5191, for Regional Municipalities of Halton and Peel, and Dufferin County; Grimsby office, 166 Main Street West, Grimsby L3M 1S3, 905-945-9235, for Regional Municipalities of Niagara and Hamilton-Wentworth; Thornbury office, 99 King Street East, Thornbury N0H 2P0, Tel: 519-599-3340 for Counties of Bruce, Grey and Simcoe.

#### Plan Amendment Applications

Purpose: Provides bases for Commission's decisions, public hearings, decisions on amendments to the Niagara Escarpment Plan. Legal Authority: Niagara Escarpment Planning and Development Act, R.S.O. 1990, c.N.2, s.12. Information Maintained: Name, address, property location, decision. Retrievability: Application number and name. Retention and Disposal: Eight years, then transferred to records centre. Access Procedures: In person at Georgetown office, 232 Guelph Street, Georgetown L7G 4B1, (905) 877-5191.

## Ontario Energy Board

The Ontario Energy Board has jurisdiction over energy-related matters, including regulation of natural gas rates, municipal franchise approvals, hydrocarbon pipeline construction and related environmental concerns, expropriations for utility access and control of utility accounting procedures.

Natural gas utilities operating in Ontario under the board's jurisdiction cannot change rates, construct certain facilities or enter into franchise agreements with municipalities without first obtaining the approval of the board through the public hearing process.

The board also advises the Minister of the Environment and Energy on Ontario Hydro, the Minister of Natural Resources about oil and gas production and the Lieutenant-Governor-in-Council on other energy matters.

### General Classes or Types of Records

Certificates of Public Convenience  
Franchise Approvals  
Hydro Reports  
Leaves to Construct and Expropriations Orders

Pipeline Hearing Exemptions  
Rate Orders  
Reports to the Lieutenant-Governor-in-Council  
Reports to the Minister of Natural Resources  
Uniform accounting orders

### **Manuals**

Cost Assessment Guidelines

## **Ontario Energy Corporation**

The Ontario Energy Corporation (OEC) is a small, commercially oriented Crown corporation with a renewed mandate to stimulate aboriginal and northern participation in the province's energy sector by creating partnerships among communities, institutions, developers and investors to promote economic development.

### **Common Records**

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Travel/Expense Accounts

## **Pesticides Advisory Committee**

This committee advises the Minister of Environment and Energy on matters pertaining to pesticides. It annually reviews the Pesticides Act and regulations, and government publications respecting pesticides and the control of pests. The committee also recommends classifications for all new pesticide products prior to their marketing and use in Ontario, reviews and evaluates the results of a research program on pesticides and publishes an annual report, which is available upon request. For other ministry publications on pests and pest control and information on pesticide licensing, contact the Standards Development Branch, Pesticides Section.

### **Common Records**

Central Attendance Recording System (CARS)  
Job Competitions and Applications  
Travel/Expense Accounts

### **General Classes or Types of Records**

Chemicals  
Classified Products File  
Companies  
Liaison with Provincial/Federal, U.S. Governments;  
agencies/organizations  
Pesticides  
Research Funding Records

## **The Ontario Clean Water Agency**

The Ontario Clean Water Agency (OCWA) was established as a Crown corporation of the Province of Ontario in

November 1993, to assist municipalities in the provision of water and wastewater treatment services.

The agency currently operates 350 water and wastewater treatment facilities on behalf of its client municipalities. As a business, OCWA seeks to operate these facilities on a cost-recovery basis within a competitive market environment. Cleaning water is a growth industry world-wide.

OCWA also administers the Municipal Assistance Program, a capital investment program in water and wastewater infrastructure, on behalf of the province. The agency reports to the Minister of Environment and Energy. OCWA's mission is: "To be the best in the business of producing clean water and promoting its wise use".

### **Common Records**

CORPAY  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act  
Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Health and Medical Records  
Identity/Employee Card  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Parking Records  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention  
Program

### **General Classes or Types of Records**

Managed Project Records  
Maptrack Database



# FANSHAWE COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
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## Access

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A public reading room for the review of manuals and other information is open during regular office hours at 1460 Oxford Street East, London.

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Fanshawe College provides students with learning experiences for career and personal development in a wide range of part-time and full-time vocational programs and courses as well as part-time avocational activities. Learning experiences are offered in the areas of post-secondary certificate and/or diploma programs, academic upgrading, adult retraining, continuing education and general interest.

The college is governed by a Board of Governors and administered by a President, the college's Chief Executive Officer. The college is organized under the president supported by the Vice President, Academic Services and the Vice President, Community Services, as well as by Directors of Administrative and Facilities Services. The college has campuses in the Counties of Elgin, Middlesex, Norfolk and Oxford, with the Main Campus located at 1460 Oxford Street, London, ON.

## Academic Services

The Vice President, Academic is responsible for the policy, planning, operation and direction of academic programs within Fanshawe College, and the operation of committees appropriate to the development and monitoring of programs.

### Common Records

Day Care Registrants

Dental Clinic Patients  
Student Appeals (disciplinary, administrative, academic)  
Tests, Examinations and Assessments

## Board of Governors

The Board of Governors establishes college goals, priorities and policies, and evaluates progress achieved on these activities and policy directions. The Board of Governors is comprised of 17 members which includes the college's President as an ex-officio member. Also included in this number are one member each of the three employee groups of the college and one member of the student body. The board is further supported by an Executive Secretary, a Treasurer and appropriate support staff.

### Common Records

Board of Governors Membership

### General Classes or Types of Records

Building and Property - Original Documents  
Bylaws  
Contracts/Agreements and Lease  
Minutes of Board and Standing Committees  
Policies

### Manuals

Board Policy Manual

## Community Services

The Vice President, Community Services is responsible for the policy, planning, operation and direction of educational programs offered through the School of Continuing Education and the Community Access and Development Division, Cooperative Education, International Education, Learning Centres, Marketing and Communication, as well as coordination of fundraising activities and the National Adult Literacy Database (NALD).

### Common Records

Co-op, Work Term, Final Job Placements  
FUTURES Program Applicants and Participants  
Graduate and Alumni Records  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Student Appeals (disciplinary, administrative, academic)  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

### Personal Information Banks

#### Fundraising

Location: Community Services. Legal Authority: Ministry of Colleges and University Act, R.S.O 1990, c.M 19, R.R.O. 1990, Reg. 770. Information Maintained: Information related to donors. Uses: The Development Office. Users: Funding

administration staff. Individuals in Bank: Donors. Retention and Disposal: Not determined.

## General Services

The Vice President, General Services is responsible for administrative support services in non-academic areas such as finance and payroll, plant and property matters, educational resources, computer services, medical services, student admissions, student administrative council, student athletics as well as counselling and career development.

### Common Records

Employee Personnel, Payroll and Benefits Records  
Graduate and Alumni Records  
Health and Medical Records  
Library Users Lists  
Ontario Student Assistance Program  
Parking Records  
Scholarships and Awards  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Vocational Testing and Counselling

### General Classes or Types of Records

Peer Tutoring Records  
Skills Inventory

### Manuals

Budget Process Manual

### Personal Information Banks

#### Occupational Health and Safety Training Records

Location: General Services. Legal Authority: Occupational Health and Safety Statute Law Amendment Act, 1990, S.O. 1990, c.O.7. Information Maintained: Name, WHIMIS training details, employee number, medical information where injury occurs, name of division or department. Uses: Monitor WHIMIS training details, employee number, medical information where injury occurs, name of division or department. Users: Occupational Health and Safety Services employees. Individuals in Bank: College employees. Retention and Disposal: Not determined.

#### Special Needs Student Files

Location: General Services. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, application and intake records, assessment reports, date of birth, documentation of disability, medical documentation, telephone number. Uses: Assist in providing appropriate accommodation to students with special needs; assist in administering program. Users: Special Needs Unit staff. Individuals in Bank: Students and potential students with

special needs due to disabilities. Retention and Disposal: Three years.

## Human Resources

The Director, Human Resources is responsible for administrative support services in non-academic areas such as employee practices, payroll and career and professional development.

### Common Records

Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Medical Information (Personnel)  
Performance Management  
Professional Development  
Teacher Workload Records (Standard Workload Form)  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

## Planning and Student Services

The Director, Planning and Student Services is responsible for administrative support services in non-academic areas such as educational resources, student admissions, student athletics, health services, student awards, as well as counselling.

### Common Records

Health and Medical Records  
Library Users Lists  
Ontario Student Assistance Program  
Scholarships and Awards  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Vocational Testing and Counselling

### Personal Information Banks

#### Special Needs Students Files

Location: Planning and Student Services. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, R.R.O. 1990, Reg. 770. Information Maintained: Name, address, Application and intake records, assessment reports, date of birth, documentation of disability, medical documentation, telephone number. Uses: Counselling and Student Life Services. Users: Special Needs Unit staff. Individuals in Bank: Students and potential students with special needs due to disabilities. Retention and Disposal: Three years.



## President's Office

The President is appointed by and responsible to the Board of Governors as the Chief Executive Officer with responsibility for the day-to-day operation of the college. Common records under the responsibility of the Director, Administrative and Facilities Services and the Director, Corporate Services are included in this section.

## Common Records

Freedom of Information and Protection of Privacy Act  
Requests  
Litigation Files  
Ombudsman/Human Rights Commission  
Parking Records  
Travel/Expense Accounts

## Manuals

College Administrative Policy Manual

## Personal Information Banks

### Occupational Health and Safety Training Records

Location: President's Office. Legal Authority: Occupational Health and Safety Statute Law Amendment Act, 1990, S.O. 1990, C.O.7. Information Maintained: Name, WHMIS training details, employee number, medical information where injury occurs, name of division or department. Uses: Occupational Health and Safety Services. Users: Occupational Health and Safety Services employees. Individuals in Bank: College employees. Retention and Disposal: Not determined.

# FINANCE

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## Head

Minister of Finance  
7 Queen's Park Crescent  
7th Floor  
Frost Building  
Toronto, Ontario  
M7A 1Y7  
(416) 325-0400

## Access

Freedom of Information and Privacy Coordinator - Fred Jones

Ministry of Finance - Oshawa  
33 King Street West, 6th Floor  
Oshawa, Ontario  
L1H 8H4  
(905) 433-6028



A public reading room is available for the review of manuals and other information at the following location: 33 King Street West, 6th Floor Oshawa, Ontario L1H 8H4

Freedom of Information and Privacy Coordinator - Fred Jones

Ministry of Finance  
1075 Bay Street, 4th Floor  
Toronto, Ontario  
M5S 2B1  
Attention: Ron Ward  
(416) 325-8369



A public reading room is available for the review of manuals and other information at the following location: Main Floor Frost Building North 95 Grosvenor Street Toronto, Ontario

The principal functions of the ministry are to recommend taxation, fiscal, economic and regional policies; implement expenditure management policies; provide advice to ensure consistency among these policies and other government programs; develop the Provincial Budget and manage the province's finances; administer the province's major tax statutes and tax assistance programs; and conduct property assessments to provide the tax base for Ontario municipalities.

In addition, the ministry is responsible for policies relating to the regulation, supervision and policy direction of financial institutions operating in Ontario, including loan and trust companies, credit unions and cooperatives, and the Mortgage Broker's Act. The ministry works closely with the Ontario Securities Commission, the Pension

Commission of Ontario and the Ontario Insurance Commission.

## Deputy Minister's Office

### Assistant Deputy Minister & Controller - Fiscal Planning/Financial Policy Div

Fiscal Planning and Financial Policy Division provides the Minister of Finance and the government with advice and assistance on all aspects of fiscal and expenditure planning, management and reporting. Division staff works closely with other divisions of the Ministry of Finance, Cabinet Office, Management Board, many Crown corporations and all ministries. In addition, the division has frequent contact with the accounting profession and private organizations interested in Ontario's fiscal policy, including the financial community.

The Assistant Deputy Minister and Controller manages the Fiscal Planning and Financial Policy Division and is the key link to Cabinet, Management Board Secretariat, line ministries and Crown corporations. The Assistant Deputy Minister and Controller provides fiscal leadership and ensures that appropriate government-wide level of financial management and reporting practices are maintained.

The following branches report directly to the Assistant Deputy Minister and Controller: Fiscal Planning Branch, Controllershship Branch and Job Security Fund.

**General Classes or Types of Records**  
Estimates

### Controllershship Branch

The Controllershship Branch assists the government in determining financial reporting standards and reports the province's financial position to the public and the Legislature through the annual Public Accounts. The branch maintains the central accounting records for the province and provides financial information derived from these records to various users both within the government and to the public. The branch works with other ministries to promote good financial practices relating to improvements in the quality of financial information for decision-making purposes. It also ensures that financial controls and recording systems are in place to safeguard the province's assets and promote effective financial management practices. The branch works closely with the Office of the Provincial Auditor on issues in accounting and reporting policies and with the Canadian Institute of Chartered Accountants and other professional groups on standards for government financial reporting.



## Fiscal Planning Branch

The Fiscal Planning Branch provides advice and support on the overall planning, monitoring and management of Ontario's fiscal plan. The fiscal plan consists of the projected budget deficit, supported by expected spending and revenue for the fiscal year and for the medium term.

The branch develops the quarterly Ontario Finances report and inputs into the annual provincial budget process. In addition, the branch develops options for non-tax revenue, assists with the review of programs and program results to support strategic government objectives, coordinates the Major Transfers strategy and the government's Capital Plan and provides support for compensation issues, including pay equity, in transfer payment agencies.

## Job Security Fund

The Job Security Fund manages the funding and applicant process for the training and adjustment program provided by the Social Contract Act. Workers can be eligible for the fund if they are laid off before March 31, 1996, specifically due to the saving measures of the Social Contract. The fund ends March 31, 1996.

## Communications and Corporate Affairs Branch

The Communications and Corporate Affairs Branch informs the general public, interest groups and the news media about ministry policies, programs and activities.

The branch also establishes the ministry's communications policies and strategies, advises other branches on communications issues and methods, and provides communications and media relations support to the Minister of Finance, the Deputy Minister(s) and senior ministry staff. Activities include communications planning; liaising with the media; answering public inquiries; producing and distributing news releases; statements and publications; and providing desktop publishing, creative services and publication distribution. Additionally, the branch tracks and coordinates responses to all ministerial correspondence, and summarizes issues reported through incoming letters, making sure staff are informed about sensitive or contentious matters. The branch provides the Minister's office with daily briefings and current issue notes on issues which may be raised in the Legislature or be of media interest.

Other activities include management and coordination of all aspects of the Ontario Budget development and production process, coordination and support of the pre-Budget consultation process, production of other major ministry documents and management of special ministry projects.

## General Classes or Types of Records

Ministry of Finance News Releases

Participants' Mailing List - Pre-Budget Consultations

Statements to the Legislature by Minister of Finance

## Office of Economic Policy

The Office of Economic Policy advises on and oversees the province's economic policies; it assists the Minister of Finance and the government by developing economic, revenue and demographic forecasts, pursuing research into macroeconomic policies, international and intergovernmental issues, sectoral and regional economic issues, socio-economic and labour market issues; and the design and coordination of economic policies aimed at enhancing the development of the provincial economy. The office also liaises with Statistics Canada on behalf of all ministries.

## Labour Economics Branch

The Labour Economics Branch conducts research, provides analysis and develops policy options in the following labour economics and social policy areas: labour and skills (including job creation, layoffs, youth and older worker unemployment, UI, training and human resource development and education); incomes and compensation (including wage settlements, earnings, collective bargaining, equity, health and safety, workers' compensation, employment standards, public sector data and analysis).

## General Classes or Types of Records

Files related to Labour Economics Areas (e.g., labour market data)

## Macroeconomics Analysis and Policy Branch

The Macroeconomic Analysis and Policy Branch provides policy advice regarding broad issues and trends in the Ontario economy. In particular, the group is responsible for the following areas: analysis of current macroeconomic conditions, short and medium-term economic forecasts, revenue forecasts and economic impact of monetary, fiscal and trade policy.

## General Classes or Types of Records

Ontario Economic Accounts

Short and Medium-Term Economic Forecasts

## Strategic Economic Issues Branch

The Strategic Economic Issues Branch provides economic analysis and policy advice on a range of issues dealing with physical and human capital. The branch is responsible for developing, analyzing and coordinating economic policy

initiatives; reviewing and advising on the linkages between the economic and fiscal aspects of policies and programs; and advising on policy and program activities that affect regions and communities. The branch is also responsible for advising on long-term economic trends, energy and water resource issues, demographics (including production of provincial and county population projections) and federal-provincial economic development agreements.

**General Classes or Types of Records**

Ontario Population Projections

Various issue files

**Structural Economics Branch**

The Structural Economics Branch provides analytical support and policy advice on a wide range of microeconomic issues related to economic growth and job creation. These include policy areas such as industrial and regional development, the environment, capital market structure and access to capital, technology, productivity and investment, structural change and infrastructure. The branch also provides a medium-term sectoral forecast and an overview of community economies.

**General Classes or Types of Records**

Primary Sector, Manufacturing and Services

Structural Policy and Trade

**Office of Legal Services**

Legal services for the Ministry of Finance are provided by this branch. It counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include litigation, prosecutions, settling claims, drafting agreements and provincial legislation, providing legal advice on government financial matters, tax policy, administration and enforcement, property assessment matters, issuance of Ontario securities and the interpretation of legislation governing loan and trust companies, credit unions, co-operative corporations and mortgage brokers.

**Common Records**

Employee Personnel, Payroll and Benefits Records

Litigation Files

Ombudsman/Human Rights Commission

Travel/Expense Accounts

**Office of the Budget and Taxation**

The Office of the Budget and Taxation acts as the central focus point for the Ontario Budget planning and production processes. The office also formulates policies on taxation, federal-provincial finance, pensions and income security, as

well as designing Ontario's Tax and Property Assessment Legislation.

**Intergovernmental Finance Policy Branch**

Branch activities focus on financial transfers from the federal government to Ontario. The branch monitors, analyzes and negotiates federal-provincial agreements; offers information and advice on trends in fiscal federalism; and provides an integrated approach to financial issues involving the federal government and other provinces. Specific responsibilities include Established Programs Financing, Equalization and review of federal-provincial cost-sharing.

The branch also contributes to the formulation of Ontario's overall income security and pension policy. Income security policy includes changes to federal income security plans, Ontario's Guaranteed Annual Income System (GAINS) for seniors, social assistance reform and disability compensation. Pension policy includes teachers', public service and broader public sector pensions and changes to the Canada Pension Plan and Workers' Compensation benefits.

**Common Records**

Workplace Discrimination and Harassment Prevention Program

**Tax Design and Legislation Branch**

The Tax Design and Legislation Branch is responsible for the overall technical design of Ontario's tax and property assessment measures, including the preparation of legislative specifications and monitoring of drafting, supporting the Minister in the Legislature on the passage of legislation and preparation of regulations. In addition, the branch identifies opportunities to modify existing legislation in order to meet overall tax policy objectives and develops options for improvement. The branch analyzes and provides advice on requests for tax remission orders and Orders in Council.

**Taxation Policy Branch**

The Taxation Policy Branch develops policies in tax fields including personal income tax, corporate income tax, retail sales tax, capital taxes, employer health tax, property tax, fuel tax, alcohol taxes, mining taxes, timber revenues, insurance premium tax, etc. Responsibilities include negotiating tax arrangements with the federal government, other provinces and local government, and assessing the incidence of the tax structure in Ontario.

The branch prepares provincial tax policy options for inclusion in the Ontario Budget. This includes an assessment of revenue, economic and social impacts.



## Deputy Minister of Revenue and Financial Institutions

### Assistant Deputy Minister - Corporate Services Division

The Corporate Services Division manages and administers the primary corporate resources of: strategic planning, financial accounting, human resources, administration, accommodation, information technology, corporate call centre and data capture and remittance processing.

### Administration and Facilities Branch

The Administration and Facilities Branch provides administrative and facilities services for the Ministry of Finance, Ministry of Intergovernmental Affairs, Office of the Premier, Cabinet Office and the Office of Francophone Affairs.

The branch is responsible for providing the Ministry of Finance and its clients with: purchasing, common and custodial stock, mass mailing, copying and library services; and a wide range of specialized facilities management functions such as space planning, interior design, telecommunications services, parking administration and security services.

#### Common Records

Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
FUTURES Program Applicants and Participants  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Identity/Employee Card  
Parking Records  
Travel/Expense Accounts

#### Manuals

Corporate Administrative Procedures

### Corporate Planning and Finance Branch

The Corporate Planning and Finance Branch is responsible for corporate resource management. This involves developing and implementing resource management processes and support systems, preparing expenditure estimates, monitoring operational performance and recommending appropriate actions.

The branch is also responsible for analyzing, reviewing and responding to resource implications of Cabinet Submissions; controlling, coordinating, researching and developing corporate initiatives and policies.

In addition, the branch liaises with central agencies (i.e., Management Board, Cabinet Office) and other ministries, and provides support and advice to the ministry executive on resource management, planning and policy issues.

#### Common Records

Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Travel/Expense Accounts

#### Manuals

Corporate Financial Procedures

#### Personal Information Banks

##### Control and Review Records

Location: Corporate Planning and Finance Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.47.

Information Maintained: Name, social insurance number, financial data (purchase of bonds, parking charges), salary, travel advance claims. Uses: Perform reconciliations of ministry accounts, ensuring accuracy of transactions recorded. Users: Accounting, personnel and audit staff. Individuals in Bank: Classified, unclassified and contract staff. Retention and Disposal: Six years, then destroyed.

##### Education Assistance

Location: Corporate Planning and Finance Branch. Legal Authority: Financial Administration Act, R.S.O. 1990, c.47. Information Maintained: Name, Social Insurance Number, financial data. Uses: Record ministry expenditures. Users: Accounting, personnel and audit staff. Individuals in Bank: Employees reimbursed for education expenses. Retention and Disposal: Six years, then destroyed.

##### REXSYS

Location: Corporate Planning and Finance Branch. Legal Authority: Public Service Act, R.S.O., 1990 CP.47; R.R.O., 1990 Reg. 977. Information Maintained: First name, last name, home address and telephone number. Uses: Development and maintenance of Business Recovery Plans. Users: Business Recovery Plan (BRP) Coordinators, Central Business Recovery Planning Project Team. Individuals in Bank: Individuals required to implement Business Recovery Plan. Retention and Disposal: To be determined, minimum 1 year.

### Customer Service Centre

The Customer Service Centre provides information to the public, client groups, ministry employees and central agencies about Ontario's taxation and financial programs. This information includes taxing statutes, tax assistance, property assessment and the operation and regulation of policy for Ontario's financial institutions. Information is provided on the following programs: Corporations Tax,

Employer Health Tax, Self-Employed Health Tax, Financial Institutions (Insurance, Pension and Securities Commissions, Deposit Institutions), Gas Tax, Fuel Tax/Inter Jurisdictional Carriers, Tobacco Tax/Border Levy, Land Transfer Tax, Provincial Land Tax, Land Transfer Tax Refund/Ontario Home Ownership Savings Plan Land Tax, Insurance Premiums, Tax for Fuel Conservation (gas guzzler), Used Vehicle Information Program, Permanently Physically Disabled Program, Propane/Alternative Fuel (refund), Ontario Incredible, GAINS, Ontario Home Ownership Savings Plan/Land Transfer Tax Refund, Ontario Tax Credits/Ontario Tax Reduction, Ontario Investment Employee Ownership Program, Employee Share Ownership Plan and Ontario Tax Credit Audit.

The Customer Service Centre is responsible for inquiry services, provides ministry information, application assistance, forms and publications for the public through a one-stop information centre. Calls can be made from anywhere in Ontario toll-free by calling 1-800-263-7965, French 1-800-668-5821 and Teletypewriter (TTY) for the hearing-impaired 1-800-263-7776.

An Ontario Business Registration Access (OBRA) workstation is located in the Oshawa Public Enquiry Centre. This easy to use computer workstation will help individuals complete the registrations, in English or French, which are necessary for their business. Electronic applications include: Business Name Registration, Retail Sales Tax (Vendor Permit), Workers' Compensation, Employer Health Tax and Health Tax for Self-employed.

The centre is also responsible for administering the Freedom of Information and Protection of Privacy Act (FOI). The FOI Office processes all requests for access to information, according to the provisions of the Act. Calls can be made from anywhere in Ontario toll-free by calling 1-800-263-3971, 416-325-8369 (Toronto) and 905-433-5377 (Oshawa).

#### **Common Records**

Freedom of Information and Protection of Privacy Act Requests

#### **General Classes or Types of Records**

Telephone Enquiry Statistics

### **Human Resources Branch**

This branch performs the human resources management function for the Ministries of Finance and Intergovernmental Affairs, Cabinet Office and the Office of Francophone Affairs.

The branch is responsible for establishing ministry human resources policies and procedures, creating appropriate

classification and compensation levels for employees, recruiting staff, counselling employees, coordinating staff training and development, investigating employee grievances and handling all matters affecting work conditions and performance. The branch maintains the ministry's personnel, payroll and employee benefit records. It serves as a liaison between the ministry, Management Board of Cabinet, the Ontario Public Service Employees Union (OPSEU) and AMAPCEO. The Human Resources Branch also coordinates the ministry's French Language Services and Equal Opportunity Programs.

#### **Common Records**

CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Employee Personnel, Payroll and Benefits Records

Employment Application Inventory

Employment Equity Program

FUTURES Program Applicants and Participants

General Employment History and Payroll Information

Grievances and Applications

Job Competitions and Applications

Medical Information (Personnel)

Workers' Compensation

Workplace Discrimination and Harassment Prevention Program

#### **Personal Information Banks**

##### United Way - Continuous Payroll Commitment

Location: Human Resources Branch. Legal Authority: PSA RSO 1990 c.P.47; RRO 1990 s.10(2,4) Reg 977.

Information Maintained: Employee name, Employee name, SIN, Branch, Home address, phone, United Way payroll deduction info. Uses: Payroll deduction - United Way Contribution (continuous deduction). Users: Payroll staff (for action), United Way Corporate Team (for UW record purposes). Individuals in Bank: Employees. Retention and Disposal: Not determined.

### **Information Systems Development Branch**

This branch is responsible for: creating/acquiring, delivery and the support of quality information systems to meet client business needs; and providing support, advice, consultation and direction, and end-user processing to ministry business units, branches and commissions, as required.

This branch researches, trials, evaluates, develops and supports the full range of mainframe/mini/micro business systems, applications and tools, including the integration of new technologies such as Interactive Voice Response, Imaging, CD-ROM, Work Flow Management and Electronic Data Interchange (EDI).



**Common Records**

Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information

**General Classes or Types of Records**

Administration - Tenders and Agreements for Information  
Technology Consulting Services

**Personal Information Banks****On-line Employee Attendance System**

Location: Information Systems Development Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47; R.R.O. 1990, Reg. 977, s.7(1). Information Maintained: SIN's, birthdates, classifications. Attendance: sick days, date appointed, comp time. Uses: To record monthly attendance for each employee. Users: Managers can access their staff info bank, employees access their own bank. Individuals in Bank: All ISOB & SOB staff. Retention and Disposal: 2 years under records schedule 00-01.

**Systems Operations Branch**

The Systems Operations Branch supports local and remote users in the operation and management of information technology services and resources. Responsibilities include security and recovery of information technology processing services, help desk support, forms design and control, production support, software management, capacity and performance management, and technology acquisition and deployment across PC, mid-range and mainframe platforms in a local and wide-area telecommunications environment.

**Taxation Data Centre**

The Taxation Data Centre processes revenue received under the taxing statutes, assesses eligibility for payment of refunds to the public under the Permanently Physically Disabled Program and Alternate Fuel Conversion Program and processes fuel tax rebates to farmers. The centre also provides data processing support for the Tax Division and Corporate Services Division; and processes fines for the Ministry of the Attorney General, Courts Administration Division; and Management Board Secretariat, Central Collections Services.

**Assistant Deputy Minister - Property Assessment Division**

The Property Assessment Division administers the Assessment Act, under which it is responsible for property assessment and municipal enumeration. It assesses property (land and buildings) in Ontario and determines a value for each property, which is then used by municipalities and school boards to calculate local taxes. It conducts a

municipal enumeration every three years and compiles municipal voters' lists and school support lists.

Under the Provincial Land Tax Act, the division assesses property in unorganized territories.

**Common Records**

Employee Personnel, Payroll and Benefits Records

**General Classes or Types of Records**

Apportionments  
Appraisal Cards for Residential and Farm Properties  
Assessment Court Case Files  
Assessment Legislation and Policy Development  
Building Permits - Reports  
Equalization  
Property Valuation Records  
Quality Control Reports  
Reassessment Files  
Special Properties Court Cases

**Manuals**

A Guide to the Assessment Act  
Assessment - Provincial Land Tax System  
Assessment - Quality Control Program  
Assessor's Field Guide  
Case Summaries and Topical Papers  
Enumeration  
Ontario Assessment System (systems specifications, training manual, operating guide, valuation tools, procedures guide)  
Ontario Property Assessment Court Case Index  
Ontario Valuation Manual - Residential and Farm Properties  
Production Output User's Manual  
Property Assessment Policy Manual  
Property Assessment Procedures Manual

**Personal Information Banks****Ontario Assessment System (OASYS)**

Location: Assistant Deputy Minister - Property Assessment Division. Legal Authority: Assessment Act, R.S.O. 1990, c.A.31. Information Maintained: Name, French language education rights, address, citizenship if Canadian, physical inventory of property owned or leased, property value for assessment purposes, religion if Roman Catholic, sex, year and month of birth. Uses: Property assessment; determine school tax support status; determine eligibility as a municipal elector or juror; compile provincial census. Users: Assessment program staff, municipal clerks and staff, school board officials, Ministry of Municipal Affairs, Ministry of Education and Training, Ministry of the Attorney General. Individuals in Bank: Residents, owners and tenants of property in Ontario. Retention and Disposal: Destroyed when individual no longer has an ownership or tenancy interest in a property.

## **Public Records**

### Property Assessment Public Information

Purpose: Produce the assessment roll, compile a list of persons entitled to direct school taxes, compile an enumeration list for municipal elections. Legal Authority: Assessment Act, R.S.O. 1990, c.A.31; Municipal Elections Act, R.S.O. 1990 c.M.53; Education Act, R.S.O. 1990, c.E.2. Information Maintained: Name, Name, assessment roll number, assessment roll number, legal description of property, mailing address, occupancy status, property location, property value for assessment purposes, religion if Roman Catholic, school system supported. Retrievability: Name, assessment roll number, property address or legal description of property. Retention and Disposal: Destroyed when individual no longer has an ownership or tenancy interest in property. Access Procedures: Primary custodians of this information are municipalities. Requests for information should be referred to municipal clerks. Ministry of Finance regional assessment offices will also respond to personal, telephone and written inquiries. Addresses are listed in the Government of Ontario Telephone Directory.

## **Appraisal Services Branch**

The Appraisal Services Branch provides valuation expertise and advice to regional assessment offices on properties of all types. It also develops assessment valuation procedures and techniques, and undertakes the defence of complex assessments under judicial appeal.

### **General Classes or Types of Records**

Studies on Special Properties

## **Data Services and Development Branch**

The Data Services and Development Branch is responsible for assessment information management, including the supply of computer data services to regional assessment offices, municipalities and school boards. New assessment and data processing systems, including OASYS (Ontario Assessment System), are also developed by the branch.

## **Regional Operations Branches**

The Regional Operations Branches consist of the Central and Western Regional Operations Branch and the Eastern and Northern Regional Operations Branch. These branches are responsible for assessing all property (land and buildings) in Ontario under the Assessment Act and the Provincial Land Tax Act. The assessed value is then used by municipalities and school boards in calculating local taxes. They also issue Notices of Property Valuation, prepare property assessment rolls and defend assessment appeals.

These branches are also responsible for municipal enumerations which are done to prepare voters' lists for municipal and school board elections, direct school taxes, identify English and French-language electors for school boards, prepare lists of potential jurors and prepare the Ontario population reports.

These activities are carried out through 31 regional assessment offices, each managed by an assessment commissioner. There are also 10 sub-offices.

Inquiries regarding property assessment should be directed to the appropriate regional assessment office. Inquiries regarding property taxation and other municipal matters should be directed to the clerk or treasurer of the appropriate municipality. Inquiries about school support or school issues should be directed to the appropriate school board.

## **Central and Western Regional Operations Branch**

There are 17 offices reporting to the Central and Western Regional Operations Branch, each managed by an assessment commissioner, as well as one sub-office. The offices are responsible for specific areas, defined by region, county or municipal boundaries.

## **Eastern and Northern Regional Operations Branch**

There are 14 offices reporting to the Eastern and Northern Regional Operations Branch, each managed by an assessment commissioner, and 9 sub-offices. The offices are responsible for specific areas, defined by region, county, district or municipal boundaries.

## **Assistant Deputy Minister - Tax Division**

The Tax Division administers the Corporations, Employer Health, Fuel, Gasoline, Land Transfer, Mining, Provincial Land, Race Tracks, Retail Sales and Tobacco Tax Acts, as well the Ontario Guaranteed Annual Income Act, the Ontario Home Ownership Savings Plan Act, the Small Business Development Corporation Act, the Labour-Sponsored Venture Capital Corporations Act and the Succession Duty Supplementary Provisions Act.

### **Personal Information Banks**

#### Management Rotation Files

Location: Assistant Deputy Minister - Tax Division. Legal Authority: Public Service Act, R.S.O. 1990, c.P. 47, s.4(4), s.6(1) and s.24. Information Maintained: Name, classification, employment history, list of positions for which candidate wishes to be considered, position title, time in position. Uses: Career development and selection for



reassignment/rotation. Users: Managers responsible for administering the program, managers responsible for decisions related to program participants. Individuals in Bank: Management personnel who volunteer to participate in the program. Retention and Disposal: One year, then destroyed. Retention schedule # 29-01.

## Business Services Branch

The Business Services Branch is responsible for business services development and maintenance functions including the design, testing and implementation of all data processing systems; the provision of business re-engineering support and management of systems development for the Tax Division.

### Common Records

Employee Personnel, Payroll and Benefits Records

## Collections Branch

The Collections Branch is responsible for the recovery of past-due tax payments and returns for tax statutes administered by the Tax Division.

### General Classes or Types of Records

Tax Revenue Automated Compliance and Enforcement System

### Manuals

Corporations Tax Collection Manual - Procedures for Collecting Corporations Tax Accounts Receivables  
MFTT Collection Manual - Procedures for Collecting MFTT Accounts Receivable

## Corporations Tax Branch

This branch administers the Corporations Tax Act, which deals with corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital), and consents to revive or surrender charters or to dissolve a corporation voluntarily. The special tax on insurance companies, based on taxable insurance premiums, is also a branch responsibility.

In addition, the Corporations Tax Branch administers the Mining Tax Act. Mining taxes are based on profits generated from producing mines in Ontario in accordance with the Act.

### Common Records

Employee Personnel, Payroll and Benefits Records

### Manuals

Corporations Tax - Audit, Tax Roll, Correspondence, Accounts  
Mining Tax - Audit

## Employer Health Tax Branch

This branch administers the Employer Health Tax Act. Employers with a permanent establishment in Ontario are required to pay an employer health tax, based on the remuneration paid to their employees.

All self-employed individuals residing in Ontario who have net self-employment income of more than \$40,000, some or all of which is from Ontario, are also required to pay the tax. The tax will be based only on the percentage of income earned in or allocated to Ontario.

All inquiries about the tax should be directed to one of the regional offices. All long-distance callers may contact the office by using the toll-free English and toll-free French lines anywhere in Ontario. Also, facsimile lines are available for each regional office.

### General Classes or Types of Records

Employer Health Tax Records

### Manuals

Audit Handbook  
Employer Health Tax - Legislative Policy Directives  
Legislation Handbook (Manual Access Facility)

### Personal Information Banks

#### Employer Health Tax for Self-Employed Individuals

Location: Employer Health Tax Branch. Legal Authority: The Employer Health Tax Act, R.S.O. 1990, c.E.11 s.15. Information Maintained: Name, address, employer health tax account number, percentage allocated to Ontario, primary source of income, self-employment income, social insurance number. Uses: administer and collect Employer Health Tax for Self-Employed Individuals. Users: Employer Health Tax Branch, auditors, managers and other branches of the ministry. Individuals in Bank: Self-employed individuals. Retention and Disposal: Ten years.

## Motor Fuels and Tobacco Tax Branch

This branch administers the Gasoline Tax Act (gasoline, propane, aviation fuel), the Fuel Tax Act (diesel fuel), the Tobacco Tax Act (cigarettes, tobacco, cigars) and collects tax on the sale of fuels and tobacco. Collectors (usually wholesalers or distributors) are appointed or registered, and tax refunds are provided, when applicable.

The branch also administers the Land Transfer Tax Act and the Provincial Land Tax Act.

Land Transfer Tax is imposed on the acquisition of an interest in land either by a registered conveyance or by an unregistered disposition. The tax rates are: one-half of 1% on the first \$55,000, 1% on the next \$195,000 and 1.5% on the rest. Additional tax of one-half of 1% applies on

residential property over \$400,000. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.). Land Transfer Tax must be paid to the Land Registry Office before registering a conveyance. Tax on unregistered dispositions must be paid directly to the Ministry of Finance. Provincial Land Tax is a real property tax on properties in unorganized townships and territories. The tax is levied annually at a current 15 mill rate. There is a minimum \$6.00 tax payable. For property assessments for this tax, contact the closest regional assessment office, listed under the Property Assessment Division, Regional Operations Branches.

The branch administers the program that refunds the Land Transfer Tax paid by the first-time home-buyers who participate in the Ontario Home Ownership Savings Plan Program (OHOSP). First-time home-buyers, who had opened an OHOSP Plan on or before December 31, 1993, are entitled to a land transfer tax refund on a graduated scale tied to the price of the home purchased.

The Motor Fuels and Tobacco Tax Branch is also responsible for winding up of two Acts, the Succession Duty Act and the Commercial Concentration Tax Act.

#### **General Classes or Types of Records**

Audit Statistics (Gasoline, Fuel and Tobacco Taxes)  
Commercial Concentration Tax Revenue  
Fuel Tax Revenue  
Gasoline Tax Revenue  
Provincial Land Tax Revenue  
Revenue Statistics (Gasoline & Tobacco Taxes)  
Tobacco Tax Revenue

#### **Manuals**

Fuel and Terminal Inspections  
Land Transfer Tax  
Land Transfer Tax - Ontario Home Ownership Savings Plan Refunds.  
Motor Fuels and Tobacco Tax Branch - Interpretations, Audit, Rulings, Customer Services  
Provincial Land Tax

#### **Personal Information Banks**

##### Land Transfer Tax Refunds

Location: Motor Fuels and Tobacco Tax Branch. Legal Authority: Land Transfer Tax Act, R.S.O. 1990, c.L.6. Information Maintained: Name, OHOSP plan creation date, address, approval for release of income tax information of claimant and spouse, details of claim, details of purchase, location of plan, social insurance number, spouse's name and social insurance number, telephone number. Uses: Determine eligibility for a refund of land transfer tax to OHOSP plan holders. Users: Operational, administrative, audit, management, appeals, OHOSP and legal staff.

Individuals in Bank: Tax refund claimants. Retention and Disposal: Minimum of three years, then archived.

##### Land Transfer Tax Return

Location: Motor Fuels and Tobacco Tax Branch. Legal Authority: Land Transfer Tax Act, R.S.O. 1990, c.L.6. Information Maintained: Name, address, legal description of land, non-resident application information, purchase/sale agreement information, total value of consideration. Uses: Determine land transfer tax liability, exemption or deferral. Users: Operational, administrative, audit, management, appeals, OHOSP and legal staff. Individuals in Bank: Transferrees or their trustees who have not registered land disposition. Retention and Disposal: Not determined.

##### Provincial Land Tax Register

Location: Motor Fuels and Tobacco Tax Branch. Legal Authority: Provincial Land Tax Act, R.S.O. 1990, c.P.32. Information Maintained: Name and address of registered owners and Crown tenants, annual tax, assessment roll and Provincial Land Tax Register account numbers, description and assessed value of property, financial information pertaining to current taxes and arrears, licence-of-occupation and land use permit holders, membership of Local Services and Roads Boards. Uses: To collect property taxes and Local Services Boards' levies for properties located in unorganized areas of the province; publish annually in the Ontario Gazette a list of cautioned properties liable for forfeiture. Users: Operational, administrative, audit and management, appeals and legal staff. Individuals in Bank: Registered owners, Crown tenants, and licence-of-occupation and land use permit holders. Retention and Disposal: Not determined.

#### **Public Records**

##### Land Transfer Tax Affidavit

Purpose: Record all Affidavits of Residence and Value of the Consideration filed for any conveyance of land where a payment of tax has been made under the Act directly to the Ministry of Finance. Legal Authority: Land Transfer Tax Act, R.S.O. 1990, c.L.6, as amended. Information Maintained: Legal description of land, address of the property conveyed, assessment roll number, financial particulars/information on allocation/consideration passing, mailing address for Assessment Act purposes, nature of land conveyed, nature of the conveyance, registration number of previous instrument dealing with land conveyed, residency status of transferee, transferee's name, transferee's solicitor name and address, transferor's name, type of instrument involved. Retrievability: Direct payment receipt number. Retention and Disposal: Not yet determined. Access Procedures: Searches as to the information listed on the affidavit only may be requested in person, by mail or telephone.



## Retail Sales Tax Branch

This branch administers the Retail Sales Tax Act in Ontario. Vendors collect Retail Sales Tax from consumers at the time of sale on most goods, taxable services, insurance premiums and prices of admission. The branch operates offices throughout Ontario and issues vendor permits and provide information on exemptions and other aspects of Retail Sales Tax, including vendor information for those starting a business. Tax advice is offered in numerous forms: answering taxpayers' specific questions by telephone, letter or in person; publishing sales tax guides; and providing bulletins, seminars, lectures and visits to businesses. Refunds of tax are given under various circumstances, such as payment of tax in error by consumers; and for motor vehicles purchased for the transport of people with certain permanent physical disabilities. The Retail Sales Tax offices have refund application forms available. Audits ensure that tax is collected and paid in the correct way. Tax collection under the Race Tracks Tax Act is also administered by the branch.

Long-distance callers may contact the office in their area by using toll-free lines.

### Common Records

Employee Personnel, Payroll and Benefits Records

### General Classes or Types of Records

Vendor Files - Retail Sales Tax Branch

### Manuals

Retail Sales Tax - Audit Handbook, Default/Delinquency, Ontario Motor Vehicle Licence Issuer's Handbook, Refund Handbook, Returns and Remittances, Understanding Ontario Sales Tax, Vendor Administration

### Personal Information Banks

#### Used Vehicle Information Program

Location: Retail Sales Tax Branch. Legal Authority: Retail Sales Tax Act, R.S.O. 1990, C.R.31. Information Maintained: Name, Name, address, details of vehicle transferred appraisal forms. Uses: Verify eligibility of refunds. Users: Branch and ministry staff. Individuals in Bank: Refund claimants. Retention and Disposal: Two years then destroyed.

#### Chattel Purchases, Private Sales and Cross-Border Purchases by Ontario Residents

Location: Retail Sales Tax Branch. Legal Authority: Retail Sales Tax Act, R.S.O. 1990, C.R.31. Information Maintained: Name, address, description of items purchased & sold by parties to these transactions. Uses: Monitor payment of sales tax due on these transactions; raise and collect assessments in cases of non-compliance with the legislation. Users: Ministry and audit staff. Individuals in Bank: Purchasers and sellers involved in chattel purchases,

private sales and cross-border purchases. Retention and Disposal: Two years, then destroyed.

#### Motor Vehicle Transfers (MV-1, MV-2)

Location: Retail Sales Tax Branch. Legal Authority: Retail Sales Tax Act, R.S.O. 1990, c.R.31. Information Maintained: Name and address of current and previous owner of motor vehicle, financial details of private sale/purchase of a motor vehicle. Uses: Verify payment of sales tax; confirm entitlement to tax exemptions; investigate questionable declarations; raise assessments where appropriate. Users: Ministry and audit staff, Ministry of Transportation and Ministry of Consumer and Commercial Relations. Individuals in Bank: Individuals transferring ownership of motor vehicles through private sales. Retention and Disposal: Two years, then destroyed.

#### Refunds - Alternative Fuel Vehicles and Conversion Kits.

Location: Retail Sales Tax Branch. Legal Authority: Retail Sales Tax Act, R.S.O. 1990, c.R.31. Information Maintained: Name, address, details of vehicle purchase, purchase of conversion kit, telephone number, vehicle conversion to use of alternative fuel. Uses: Verify eligibility for rebates. Users: Ministry and audit staff. Individuals in Bank: Refund claimants. Retention and Disposal: Four years, then destroyed.

#### Refunds - Transportation of Persons With Permanent Physical Disabilities

Location: Retail Sales Tax Branch. Legal Authority: Retail Sales Tax Act, R.S.O. 1990, c.R.31. Information Maintained: Name, address, date of birth, details of vehicle purchase, medical condition. Uses: Verify eligibility for sales tax rebates. Users: Ministry and audit staff. Individuals in Bank: Refund claimants. Retention and Disposal: Four years, then destroyed.

#### Retail Sales Tax - General Refunds

Location: Retail Sales Tax Branch. Legal Authority: Retail Sales Tax Act, R.S.O. 1990, c.R.31. Information Maintained: Name, Name, address, details of financial transactions. Uses: Verify eligibility for sales tax refunds. Users: Ministry and audit staff. Individuals in Bank: Tax refund claimants. Retention and Disposal: Four years, then destroyed.

## Special Investigations Branch

The Special Investigations Branch is responsible for the enforcement of 17 statutes administered by the Tax Division.

It investigates cases of tax evasion, fraudulent grant and tax credit claims, and other serious offences. It recommends prosecution in cases where sufficient evidence is available to support such action.

### Common Records

Employee Personnel, Payroll and Benefits Records

## Freedom of Information and Protection of Privacy Act Requests

### Manuals

Special Investigations - Investigations, Prosecutions

### Personal Information Banks

#### Special Investigations

Location: Special Investigations Branch. Legal Authority: Land Transfer Tax Act, R.S.O. 1990, c.L.6; Retail Sales Tax Act, R.S.O. 1990, c.R.31; Gasoline Tax Act, R.S.O. 1990, c.G.5; Fuel Tax Act, R.S.O. 1990, c.F.35; Corporations Tax Act, R.S.O. 1990, c.C.40; Tobacco Tax Act, R.S.O. 1990, c.T.10; Employer Health Tax Act, R.S.O. 1990, c.E.11; Mining Tax Act, R.S.O. 1990, c.M.15; Income Tax Act, R.S.O. 1990, c.I.2; Race Tracks Tax Act, R.S.O. 1990, c.R.1; Small Business Development Corporations Act, R.S.O. 1990, c.S.12; Ontario Home Ownership Savings Plan Act, R.S.O. 1990, c.O.20; Employee Share Ownership Plan Act, R.S.O. 1990, c.E.10; Ontario Guaranteed Annual Income Act, R.S.O. 1990, c.O.17.; Ontario Pensioners Property Tax Assistance Act, R.S.O. 1990, c.O.33; Labour Sponsored Venture Capital Corporations Act, 1992, S.O. 1992, c.18; Provincial Land Tax Act, R.S.O. 1990, c.P.32.

Information Maintained: Business information, correspondence pertaining to investigations, financial information, investigative actions, memoranda, reports pertaining to investigations. Uses: Record information gathered during investigation of offences. The branch discloses personal information under written agreement. Such disclosures are authorized under s.42(f) and s.42(g) of the Freedom of Information and Protection of Privacy Act. Users: Staff investigators, Tax Appeals Branch, legal and audit staff. Individuals in Bank: Individuals suspected of non-compliance with requirements of tax revenue statutes, tax credit and grant programs administered by the Tax Division. Retention and Disposal: Six years, then destroyed.

### Tax Appeals Branch

The Tax Appeals Branch processes objections and appeals filed under the following statutes administered by the ministry: the Corporations Tax Act, the Mining Tax Act, the Fuel Tax Act, the Gasoline Tax Act, the Land Transfer Tax Act, the Retail Sales Tax Act, the Tobacco Tax Act, the Ontario Guaranteed Annual Income Act, the Ontario Pensioners Property Tax Assistance Act, the Race Tracks Tax Act, the Ontario Home Ownership Savings Plan Act, the Employee Share Ownership Plan Act, the Small Business Development Corporations Act, the Employer Health Tax Act, the Commercial Concentration Tax Act and the Labour Sponsored Venture Capital Corporations Act, 1992.

General information and forms may be obtained by calling our Customer Service Centre toll-free at 1-800-263-7965,

1-800-668-5821 French or 1-800-263-7776 Teletypewriter (TTY) for the hearing-impaired or by contacting either the local Retail Sales Tax Offices or Employer Health Tax Regional Offices (see Retail Sales Tax and Employer Health Tax Branch entries).

### Common Records

Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests

### Manuals

Objection and Appeal Procedures (Tax Division)

### Personal Information Banks

#### Tax Division - Objection and Appeal Files

Location: Tax Appeals Branch. Legal Authority: The following Acts: Commercial Concentration Tax RSO 1990, c.C.16; Land Transfer Tax RSO 1990, c.L.6; Retail Sales Tax RSO 1990, c.R.31; Gasoline Tax RSO 1990, c.G.5; Fuel Tax RSO 1990, c.F.35; Corporations Tax RSO 1990, c.C.40; Tobacco Tax RSO 1990, c.T.10; Employer Health Tax RSO 1990, c.E.11; Mining Tax RSO 1990, c.M.15; Race Tracks Tax RSO 1990, c.R.1; Small Business Development Corporations RSO 1990, c.S.12; Ont. Home Ownership Savings Plan RSO 1990, c.O.20; Employee Share Ownership Plan RSO 1990, c.E.10; Ont. Guaranteed Annual Income RSO 1990, c.O.17; Ont. Pensioners Property Tax Assistance RSO 1990, c.O.33; Labour Sponsored Venture Capital Corporations 1992, Chapter 18, S.O., 1992. Information Maintained: Name, Name, account number, address, correspondence and replies, financial transactions, legal opinions, old age security number, permit number, personal opinions, social insurance number, telephone number, third party references. Uses: Review tax assessments or disallowances of refunds or grants that are under objection or appeal. Users: Tax Appeals Branch staff, auditors, managers, lawyers and staff in other branches of the ministry. Individuals in Bank: Individuals filing a notice of objection or appeal with the Tax Appeals Branch. Retention and Disposal: Six years, then destroyed; select files to archives.

### Tax Credits and Grants Branch

The Tax Credits and Grants Branch administers the Guaranteed Annual Income System, the Ontario Home Ownership Savings Plan Program, the Ontario Tax Credits and Ontario Tax Reduction Programs, the Employee Share Ownership Plan Program and the Small Business Development Corporations Program.

The Guaranteed Annual Income System (GAINS A) assures qualifying Ontario residents, 65 or over, a set annual income. Senior citizens who receive the Old Age Security pension (OAS) and Guaranteed Income Supplement (GIS)



will automatically receive GAINS if their annual income falls below the guaranteed level.

The Ontario Home Ownership Savings Plan (OHOSP) assists individuals and couples in the purchase of a first home. Plan-holders benefit from a return on the funds in a plan, and an annual tax credit for qualifying contributions made in the first five calendar years of the plan. For OHOSPs opened on or before December 31, 1993, plan-holders can receive a Land Transfer Tax refund upon the purchase of a home costing up to \$200,000.

The 1992 Ontario Budget introduced the new Ontario Property and Sales Tax Credit for Seniors which is delivered through the federal income tax system. For 1992 and subsequent tax years, seniors may claim a Property and Sales Tax Credit when filing their income tax return.

Ontario Tax Credits consist of the Property Tax Credit, the Sales Tax Credit, the Ontario Home Ownership Savings Plan (OHOSP) Tax Credit, the Political Contribution Tax Credit and the Ontario Investment and Employee Ownership Tax Credit. The Property and Sales Tax Credits reduce the burden of property and sales tax for people with low to moderate incomes. The Ontario Home Ownership Savings Plan Tax Credit provides incentive for individuals and couples to save toward the purchase of a first home. These three tax credits are refundable. The Political Contribution Tax Credit encourages participation in the political process. The Ontario Investment and Employee Ownership Tax Credit helps to create new sources of capital for eligible small and medium-sized businesses in Ontario. These two tax credits are non-refundable and serve to reduce Ontario tax payable.

Ontario Tax Reduction reduces or eliminates income tax for low-to-moderate income taxpayers by allowing a basic tax reduction and by providing a supplemental claim for dependent children and disabled dependants.

Claims for Ontario Tax Credits and Ontario Tax Reduction are made when filing Personal Income Tax returns.

### **General Classes or Types of Records**

Employee Share Ownership Plan (Client files)

GAINS - Client Files

Guaranteed Annual Income System - Records and Reports

OHOSP: Ontario Home Ownership Savings Plan - Client Files

OTG: Ontario Tax Grants - Client Files

Ontario Home Ownership Savings Plan - Register, Records and Reports

Ontario Homebuyers' Grant Collection System - Records and Reports

Ontario Investment and Employee Ownership Program - Labour Sponsored Investment Fund Corporation (LSIFC)

and Employee Ownership Labour Sponsored Venture Capital Corporation (EO-LSVCC)

Ontario Pensioners' Property Tax Assistance Systems - Records and Reports

Small Business Development Corporation -(Client files)

### **Manuals**

Benefits Administration

Benefits Recovery

GAINS Interpretation

GAINS Procedures

GITC Accounts

OHOSP Interpretations

OTC Interpretations

OTG Interpretations

OTR Interpretations

### **Personal Information Banks**

Guaranteed Annual Income System (GAINS) Program Files

Location: Tax Credits and Grants Branch. Legal Authority:

Ontario Guaranteed Annual Income Act, R.S.O. 1990,

c.O.17. Information Maintained: Name, GAINS payment

information, address, old age security and

guaranteed-income supplement payment data, other assigned

personal identification number, social insurance number,

spouse's identifying information, trustee information. Uses:

Determine eligibility for and amount of monthly GAINS

payments; respond to inquiries from seniors and their

agents. Users: Ministry and audit staff. Disclosure also

permitted to Health and Welfare Canada, Revenue Canada

Taxation, Ministry of Community and Social Services and

MPPs to facilitate delivery of the program. Individuals in

Bank: Ontario residents aged 65 or over who are current or

potential recipients. Retention and Disposal: Client files are

kept until inactive or notification of death. Inactive or

deceased files are kept for two years, then destroyed.

Ontario Home Ownership Savings Plan (OHOSP)

Location: Tax Credits and Grants Branch. Legal Authority:

Ontario Home Ownership Savings Plan Act, R.S.O. 1990,

c.O.20; Ontario Income Tax Act, R.S.O. 1990, c.I.2. (as

amended by 1991 c.47 & c.91; 1992 c.18 & c.25; 1993

c.29). Information Maintained: Name of depositary, OHOSP

registration number, OHOSP tax credit issue/adjustment

date(s), OHOSP transfer date, account number, address,

address of property, adjustment/reassessment data,

contribution amount, date of birth, date plan created, death

date, financial institution branch number, lawyer's name and

address, marital status, plan termination date, planholder's

name, property description, proposed closing date of

purchase of the eligible home, recaptured tax credit amount,

social insurance number, spouse's information, telephone

number, total amounts of OHOSP credits issued to

planholder(s), total cost of property. Uses: Determine

eligibility of planholder and property being purchased;

respond to enquiries from planholder. Users: Disclosure to

Revenue Canada Taxation, MPPs' and to the Ministry of Housing. Operational, administrative, audit and management staff. Individuals in Bank: Ontario residents aged 18 or over who have opened OHOSP accounts with depositaries. Retention and Disposal: Five years after account closed, then destroyed.

## Ontario Homebuyers' Grant Collections Program Files

Location: Tax Credits and Grants Branch. Legal Authority: Ontario Homebuyers Grant Act, S.O. 1975, c.4. Information Maintained: Name, accounts receivable data, lien status information, locator number, social insurance number. Uses: Record and verify the collection of grant recipients' accounts receivable; respond to inquiries from recipients and their agents. Users: Branch and audit staff. Individuals in Bank: Grant recipients who currently have accounts receivable with the Ministry of Finance. Retention and Disposal: Four years, then destroyed.

## Ontario Tax Grant Program Files

Location: Tax Credits and Grants Branch. Legal Authority: Ontario Pensioners Property Tax Assistance Act, R.S.O. 1990, c.O.33. Information Maintained: Name, address, date of birth, date of death, grant payment data, marital status, rent or property tax, social insurance number or other identifying number, trustee information. Uses: Determine eligibility for and amount of property tax and sales tax, and respond to inquiries from seniors or their agents. Users: Ministry and audit staff. Disclosure also to Health and Welfare Canada, Revenue Canada Taxation and MPPs. Individuals in Bank: Ontario residents aged 65 or over who were recipients of property tax and sales tax grants. Retention and Disposal: Current plus three years, then destroyed.

## **Business Investment Plans Section**

The Business Investment Plans Section administers the Labour Sponsored Venture Capital Corporations Act, 1992.

The Ontario Investment and Employee Ownership Program provides the Ontario business community access to venture capital to expand, modernize or restructure their operations and gives employees the opportunity to buy out their employer's business.

The program offers two investment choices. The first provides an Ontario tax credit of 20% and a matching federal tax credit, on an annual investment of up to \$5,000, to encourage individuals to invest in small and medium-sized businesses through a Labour Sponsored Investment Fund. The second choice provides a tax credit of 20% on the first \$3,500 and 30% on the next \$11,500 of annual investment, by employees buying out their employer's business through an Employee Ownership Labour Sponsored Venture Capital Corporation.

For more information on the Ontario Investment and Employee Ownership Program call 1-800-263-7466.

## **Common Records**

Medical Information (Personnel)  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Travel/Expense Accounts  
Vocational Testing and Counselling  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

## **Manuals**

SBDC Operations - BIPS

## **Personal Information Banks**

### Employee Share Ownership Plan (ESOP) - Grant Recipients

Location: Business Investment Plans Section. Legal Authority: Employee Share Ownership Plan Act, R.S.O. 1990, c.E.10. Information Maintained: Name, address, financial details of investment, grant payments, registration number. Uses: Determine approval and payment of grants to eligible employees under the Act. Users: Operational, administrative and audit staff. Individuals in Bank: Employee grant recipients who have purchased shares in their employer corporations. Retention and Disposal: Not determined.

### Ontario Investment and Employee Ownership Program - Labour Sponsored Investment Fund Corporation (LSIFC) and Employee Ownership Labour Sponsored Venture Capital Corporation (EOLSVCC)

Location: Business Investment Plans Section. Legal Authority: Labour Sponsored Venture Capital Corporations Act, 1992, c.18. Information Maintained: Name, LSIFC and EOLSVCC registration numbers, RRSP account number, S.I.N. number, address, amount invested, cancellations and transfers, number of class A shares purchased, purchase date, share redemption dates, spousal information (same as purchaser), tax credit certificate number, tax credits recaptured. Uses: To determine the eligibility, approval and issuance of tax credit certificates and the recovery of tax credits. Users: Operational, administrative and audit staff. Disclosed to Revenue Canada. Individuals in Bank: Ontario residents who invest in LSVCCs. Retention and Disposal: Minimum 5 years.

### Small Business Development Corporations (SBDC) - Grant Recipients

Location: Business Investment Plans Section. Legal Authority: Small Business Development Corporations Act, R.S.O. 1990, c.S.12. Information Maintained: Name, address, date of birth, financial details of investment. Uses: Assist in the approval and payment of grants to investors



under the Act. Users: Operational, administrative and audit staff. Individuals in Bank: SBDC investors. Retention and Disposal: Client files are kept until revoked/closed. Revoked/closed files are kept for 10 years then destroyed.

## Public Records

### Ontario Investment and Employee Ownership Program

#### Register

Purpose: To permit public access to basic information about corporations registered as Labour Sponsored Venture Capital Corporations. Legal Authority: Labour Sponsored Venture Capital Corporations Act, 1992, c.18, 16(1)(d) and 8(d). Information Maintained: Registration number, corporate legal and operating name, date and type of LSVCC registered, date of revocation, mailing address; name, title and phone number of each officer and director. Retrievability: Registration number or company name. Retention and Disposal: N/A. Access Procedures: Information may be requested in person, by mail or telephone by contacting the Business Investment Plans Section, Ministry of Finance, 33 King Street West, Oshawa, L1H 8H5, Telephone: English enquiries 1-800-263-7466, French language enquiries 1-800-668-5821. Teletypewriter (TTY) 1-800-263-7776.

### Small Business Development Corporations Register

Purpose: To permit the public access to basic information about corporations registered as SBDCs. Legal Authority: Small Business Development Corporations Act, R.S.O. 1990, c.S.12. Information Maintained: Registration number, authorized capital, head office location, legal name, mailing address, officers names and titles, operating name, registration date, type of corporation. Retrievability: Registration number or name of company. Retention and Disposal: N/A. Access Procedures: Information may be requested in person, by mail or telephone by contacting the Business Investment Plans Section, Ministry of Finance, 33 King Street West, Oshawa, L1H 8H5, Telephone: English enquiries 1-800-263-7466. French language enquiries 1-800-668-5821. Teletypewriter (TTY) 1-800-263-7776.

## Assistant Deputy Minister and Superintendent of Deposit Institutions

The Deposit Institutions Division areas of responsibility include regulatory supervision of Credit Unions and Cooperatives, Loan and Trust Corporations and Mortgage Brokers.

The Assistant Deputy Minister of the division, who is the Superintendent of Deposit Institutions, regulates and supervises Ontario's deposit-taking industry in order to ensure high levels of depositor safety.

## General Classes or Types of Records

Corporations

Licensing

## Personal Information Banks

### Registrations and Investigations

Location: Assistant Deputy Minister and Superintendent of Deposit Institutions. Legal Authority: Provincial Offences Act, R.S.O. 1990, c.P.33, s.1(2); Police Services Act, R.S.O. 1990, c.P.15, s.69(2). Information Maintained: Name, address, citizenship, criminal offences, date of birth, employment history, information from confidential sources, information on associates, physical description, present or past activities, qualifications, quasi-criminal offences, residence, sex. Uses: Determine suitability of applicants for registration and/or continued registration; law enforcement. Users: Authorized staff of Investigations Branch, law enforcement agencies. Individuals in Bank: Individuals applying for registration, currently or previously registered under Acts administered by the division and those prosecuted or under investigation. Retention and Disposal: Information retained for three years after file closed, then sent to archives.

## Credit Unions and Cooperatives Branch

The Director of the Credit Unions and Cooperatives Branch, reporting to the Superintendent of Deposit Institutions, administers the Credit Unions and Caisses Populaires Act and the Cooperative Corporations Act.

With regards to credit unions and caisses populaires, the objective is to bring about compliance with the Act, regulations and guidelines. The branch incorporates credit unions and caisses populaires; ensures compliance with sound business and financial practices; ensures compliance with capital adequacy standards; grants lending licences, approves Offering Statements for the sale of securities by a credit union or caisse populaire to its members; and conducts examinations of credit unions and caisses populaires to ensure compliance with the Act and to protect the interests of members and their deposits. Deposits in credit unions and caisses populaires are insured with the Deposit Insurance Corporation of Ontario.

With regard to cooperatives, Cooperative Development Services (CDS) administers the Cooperative Corporations Act. CDS monitors cooperatives for compliance with the Act, incorporates new cooperatives and receipts offering statements for co-ops issuing securities.

## General Classes or Types of Records

Cooperative Corporations (financial information, articles of incorporation, amendment, amalgamation and dissolution, offering statements, statements of material

change, general correspondence, changes of address, director information)

Credit Unions/Caisses Populaires (articles of incorporation, bylaws and amendments thereto, amalgamation and dissolution, lending licences,

### **Personal Information Banks**

#### Corporate Documents - Cooperative Services

Location: Credit Unions and Cooperatives Branch. Legal Authority: Cooperative Corporations Act, R.S.O. 1990, c.C.35; and amendments to the Act contained in Bill 166, 1992 and Bill 160, 1995; Reg. 83, s.5, s.34, s.141, s.153, s.157 and s.164. Information Maintained: Name, Incorporating documents; name, address, financial and business information. Uses: administration of the Act. Users: Branch staff. Individuals in Bank: Incorporators, directors, officers of cooperative corporations. Retention and Disposal: Corporate documents for the life of the co-op; correspondence - five years, then transferred to archives.

#### Corporate Documents - Credit Unions

Location: Credit Unions and Cooperatives Branch. Legal Authority: Credit Unions and Caisses Populaires Act, 1994; Ontario Regulations 76/95, 77/95, 78/95, 79/95; Guideline on Offering Statements for Credit Unions and Caisses Populaires; Guideline for Prudent Investment and Lending Policies and Procedures for Ontario's Credit Unions and Caisses Populaires; Accounting Principles for Derivative Instruments; Capital Adequacy Guideline for Ontario's Credit Unions and Caisses Populaires. Information Maintained: Name, address, financial and business data filed by client groups, telephone number; confidential. Uses: Administration of the Act. Users: Branch staff. Individuals in Bank: Incorporators, directors, officers and committee members. Retention and Disposal: Corporate documents - for the life of the corporation, then transferred to archives; statutory filings - four years, then transferred to off-site storage.

#### Credit Unions/Caisses Populaires - Complaints

Location: Credit Unions and Cooperatives Branch. Legal Authority: Credit Unions and Caisses Populaires Act, 1994. Information Maintained: Name, address, any other information complainants wish to provide, business involvement. Uses: Determine offences against the Act; mediate complaints. Users: Branch staff. Individuals in Bank: Complainants. Retention and Disposal: Five years, then destroyed.

### **Investigations Branch**

Investigations are conducted at the request of the program heads into alleged violations of Acts (including Criminal Code offences) administered through the Superintendent of Deposit Institutions, the Ontario Insurance Commission and the Pension Commission of Ontario. The branch also

conducts background inquiries of companies and individuals to determine the suitability to receive a licence or registration to conduct business in Ontario under financial institutions.

### **Loan and Trust Corporations Branch**

The Director of the Loan and Trust Corporations Branch, under the Superintendent of Deposit Institutions, administers the provisions of the Loan and Trust Corporations Act.

The branch licenses and regulates loan companies and trust companies, and answers inquiries from depositors, borrowers and registrants. Qualifying deposits with Ontario registered loan and trust companies are insured with the Canada Deposit Insurance Corporation.

#### **General Classes or Types of Records**

Loan and Trust Corporations Examination File Information (general company correspondence, statutory reports, new incorporations, proposed registrations)

#### **Manuals**

A Guide to the Loan and Trust Corporations Act, 1987  
Information Kit/Incorporation of Loan Companies  
Information Kit/Registration of Loan or Trust Corporations  
Loan and Trust Corporations

### **Personal Information Banks**

#### Legal Files - Corporate Documents, Statutory Reports, Examination Files

Location: Loan and Trust Corporations Branch. Legal Authority: Loan and Trust Corporations Act, R.S.O. 1990, c.L.25; O. Reg. 167/88. Information Maintained: Name, address, citizenship, date of birth, education, work experience. Uses: Ensure directors, officers and shareholders comply with the Act. Users: Branch staff. Individuals in Bank: Directors, officers, material shareholders. Retention and Disposal: Corporate documents - life of corporation plus 30 years, then transferred to archives; statutory reports - current plus 15 years, then transferred to archives; examination files - current plus 15 years, then transferred to archives.

#### Legal Working Papers

Location: Loan and Trust Corporations Branch. Legal Authority: Loan and Trust Corporations Act, R.S.O. 1990, c.L.25; O. Reg. 167/88. Information Maintained: Name, address, character, citizenship, date of birth, education, net worth, work experience. Uses: Ensure directors, officers and shareholders comply with the Act. Users: Branch staff. Individuals in Bank: Directors, officers, material shareholders. Retention and Disposal: Legal working papers - life of corporation plus 30 years, then transferred to archives.



**Loan and Trust Corporations - Complaints**

**Location:** Loan and Trust Corporations Branch. **Legal Authority:** Loan and Trust Corporations Act, R.S.O. 1990, c.L.25; O. Reg. 167/88. **Information Maintained:** Name, personal opinions/views, residence and business addresses. **Uses:** Determine offences against the Act; mediate complaints. **Users:** Branch staff. **Individuals in Bank:** Complainants. **Retention and Disposal:** 15 years, then transferred to archives.

**Mortgage Brokers Branch**

The Registrar of the Mortgage Brokers Branch, under the Superintendent of Deposit Institutions, administers the provisions of the Mortgage Brokers Act.

The Mortgage Brokers Branch is responsible for registering and regulating mortgage brokers in Ontario under the Mortgage Brokers Act. Its clientele includes registered mortgage brokers, their agents, borrowers and lenders.

**General Classes or Types of Records**

Mortgage Brokers (advertising, applications, general company correspondence, financial statements, individuals, partnerships, corporations, inspections)

**Personal Information Banks****Mortgage Brokers - Complaint Records**

**Location:** Mortgage Brokers Branch. **Legal Authority:** Mortgage Brokers Act, R.S.O. 1990, c.M.39. **Information Maintained:** Complainant's name, action taken, address, broker's response, nature of complaint, person/company against whom complaint is made, telephone number. **Uses:** Determine offences against the Act; mediate complaints. **Users:** Authorized staff, users of MBS computer system. **Individuals in Bank:** Complainants. **Retention and Disposal:** For the life of the registered company, then transferred to archives.

**Mortgage Brokers - Registrant Compliance and Inspection Records**

**Location:** Mortgage Brokers Branch. **Legal Authority:** Mortgage Brokers Act, R.S.O. 1990, c.M.39. **Information Maintained:** Name, business transactions, copies of documentation from registration files, copy of inspection assignments, details of general and trust accounts, directors, employees of non-registered businesses, employees' names, general ledger, home and business address and telephone number, inspection reports, officers, principal shareholders. **Uses:** Ensure registrants comply with the Act; reference for Registrar in processing registrations. **Users:** Branch staff. **Individuals in Bank:** Principal shareholders, directors, officers, employees of registered businesses. **Retention and Disposal:** For the life of the registered company, then transferred to archives.

**Mortgage Brokers System (MBS)**

**Location:** Mortgage Brokers Branch. **Legal Authority:** Mortgage Brokers Act, R.S.O. 1990, c.M.39. **Information Maintained:** Name, address, complaints, date of birth, financial statements, inspections, investigations, litigation. **Uses:** Ensure applicant complies with the Act. **Users:** Authorized staff, users of MBS. **Individuals in Bank:** Brokers, employees, unregistered brokers, applicants for registration. **Retention and Disposal:** For the life of the registered company, then transferred to archives.

**Audit Services Branch**

The Audit Services Branch develops and directs comprehensive internal audit programs. These programs independently and systematically review, evaluate and report on the efficiency, economy and effectiveness of the financial, administrative, management and information technology systems and controls throughout the ministry, with its agencies and clients. These include the Ministry of Intergovernmental Affairs, Office of the Premier, Cabinet Office and the Office of Francophone Affairs.

**Financial Services Policy Branch**

The Financial Services Policy Branch provides the Ministry of Finance with policy research, analysis and development services regarding Ontario's interest in, and regulation of, the financial services sector.

**Common Records**

Employee Personnel, Payroll and Benefits Records  
Travel/Expense Accounts

**General Classes or Types of Records**

Financial Services Policy Branch records: Contain information on policy issues.

**Agencies****Office of Social Contract Adjudication**

The Office of Social Contract Adjudication (OSCA) provides for the adjudication rights specified in the Social Contract Act (Bill 48). The Act provides a right to adjudicative review for employees in the broader public sector covered by non-bargaining unit plans and "fail-safe" programs. The office, under the Chief Adjudicator, is responsible for an innovative dispute-resolution process with a focus on maximum support for voluntary resolution through mediation, and for effecting a process of written submissions when adjudication is required. OSCA adjudicators are empowered by the Act to either confirm or amend an employer's plan or program of unpaid leave.

**Common Records**

Career Planning/Training  
General Employment History and Payroll Information  
Performance Management

**General Classes or Types of Records**

Office of Social Contract Adjudication Decisions

**Personal Information Banks**Request for Review

Location: Office of Social Contract Adjudication. Legal

Authority: Social Contract Act, Parts VI and VII.

Adjudication Regulation - O.Reg.593/93. Financial

Information Regulation - O.Reg.714/93. Information

Maintained: Names and addresses of employees, Names and

addresses of employees, employees' titles and salaries,

employees' written submissions, employers' written

submissions, financial information provided by employers,

names and addresses of employers, names and addresses of

unions, unions written submissions. Uses: Under parts VI

and VII of the Social Contract Act, employees have the right

to submit a Request for Review by an independent

adjudicator of their employer's plan or program for meeting

its social contract expenditure reduction target. The requests

are sent to the employer for a response, then that response is

sent to the applicant for a counter response. The information

is also provided to mediators who meet with the parties in an

attempt to reach a voluntary settlement. If this is not

possible, an independent adjudicator will review the material

submitted by both the applicant and the respondent and issue

a decision concerning whether the plan or program meets the

requirements of the Social Contract Act. Users: Office of

Social Contract Adjudication staff and adjudicators.

Individuals in Bank: Employees in the broader public sector

covered by Part VI (non-bargaining unit) and Part VII

(failsafe-no local agreement). Retention and Disposal: 3-4

years - until, following end of Social Contract Act, all

requests for review are settled or adjudicated.

**Public Records**

Office of Social Contract Adjudication Decisions.

Purpose: Decisions of independent adjudicators who

determine if employers' plans/programs are in keeping with

Social Contract Act are sent to employees/unions who

submitted the request for review, and to employers, as well

as to anyone requesting a copy. Legal Authority: Social

Contract Act, Parts VI and VII. Adjudication Regulation

O.Reg.593/93. Information Maintained: Names of

employees/unions and employers. Details of complaint,

Names of employees/unions and employers. Details of

complaint, employers' response and adjudicator's reasons

for decision. Retrievability: Search by employee/union

name, employer name or file number. Retention and

Disposal: 3-4 years. Documents will be retained in Ministry

offices until, following end of Social Contract Act, all

requests for review are settled, withdrawn or adjudicated.

We will follow mandatory requirements for archiving.

Access Procedures: N/A.

**Ontario Financing Authority**

The Ontario Financing Authority is an agency of the province of Ontario, created under the Capital Investment Plan Act, 1993, reporting to the Minister of Finance through the chair of the board of directors.

The Ontario Financing Authority is responsible for arranging, coordinating and managing the borrowing, investment of funds and financial risk management activities on behalf of the province, its Crown corporations and other public bodies, in the most efficient and cost-effective manner. It also provides efficient centralized cash and liability management services for the province, its Crown corporations and other public bodies, facilitates the development of financing investment in capital infrastructure and operates the Province of Ontario Savings Office (POSO).

OFA is comprised of six divisions: Capital Markets, Risk Control, Capital Markets Relations and Analytics, Capital Markets Treasury, Corporate Finance and Province of Ontario Savings Office.

**General Classes or Types of Records**

Administration of Ontario's Debt Issues

Agencies

Annual Estimates submissions

Board Applications, Submissions and Reports

**Personal Information Banks**

Fully registered Debenture Holders

Location: Ontario Financing Authority. Legal Authority:

Financial Administration Act, R.S.O. 1990, c.F.12,s.31. The

Capital Investment Plan Act, 1993 (CIPA). Information

Maintained: Name and address, holdings, interest and

disbursement instructions. Uses: Record province's liability

to debenture holders, payment of interest. Users:

Administrative staff of the division and/or fiscal agent.

Individuals in Bank: Individuals and others holding

Province of Ontario debentures. Retention and Disposal:

Retained until superseded, then destroyed.

**Capital Markets Division**

The Capital Markets Division is responsible for all capital market activities on behalf of the province. It develops and executes financing strategy, manages the province's assets, invests funds for the province, determines and carries out risk management strategy and manages pooled funds.



## Capital Markets Relations and Analytics Division

The Capital Markets Relations and Analytics Division is responsible for management of credit rating relations and investor relations. It provides analysis on domestic and international money markets, instruments and borrowing techniques, all of which are important functions for borrowing, investment and risk management strategies.

## Capital Markets Treasury Division

The Capital Markets Treasury Division is responsible for cash management, banking services and relations, settlement and confirmation of capital market transactions and fiscal agency monitoring, accounting for debt and public debt interest, management and financial reporting and internal controls.

## Corporate Finance Division

The Corporate Finance Division is involved with the overall management of provincial credit, specifically with respect to the financing of capital infrastructure projects. It negotiates and structures financing transactions for specific projects and provides advisory services to the province and Crown corporations regarding financing alternatives.

## Province of Ontario Savings Office

The Savings Office is a deposit-taking institution with approximately \$2.2 billion on deposit, providing banking services to the public through 23 branches and 5 agencies in Ontario.

The Savings Office offers Guaranteed Investment Certificates (GICs), Short-Term Deposits and the Trillium Account which is a daily interest savings/chequing account. All deposits are guaranteed, without limit, by the province of Ontario. Funds on deposit are loaned to the province of Ontario. The Savings Office does not offer loans to the public.

Other services include travellers cheques with no service charge, safety deposit boxes, foreign exchange, drafts, money orders and the purchase of securities on behalf of customers.

### Common Records

Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests

### General Classes or Types of Records

Customer Accounts  
Financial Operation Records  
Financial Statements

### Manuals

Savings Office - Policies  
Savings Office - Procedures

### Personal Information Banks

#### Province of Ontario Savings Office (POSO) - Customer Accounts

Location: Province of Ontario Savings Office. Legal Authority: Province of Ontario Savings Office Act, R.S.O. 1990, c.P.30. Capital Investment Plan Act, 1993. Information Maintained: Name, address, details of financial transactions, social insurance number, telephone number. Uses: Administer customers' accounts. Users: POSO staff and auditors. Individuals in Bank: POSO account holders. Retention and Disposal: Minimum 1 year to maximum 25 years, then destroyed.

#### Province of Ontario Savings Office (POSO) - Financial Papers

Location: Province of Ontario Savings Office. Legal Authority: Province of Ontario Savings Office Act, R.S.O. 1990, c.P.30. Capital Investment Plan Act, 1993. Information Maintained: Name, address, financial details on purchase/sale of government and corporate bonds, guaranteed investment certificates, other types of securities and assets, stocks, travellers cheques, treasury bills. Uses: Administer and control records associated with the purchase or sale of assets. Users: Administrative staff and auditors. Individuals in Bank: Customers purchasing or selling financial paper or holding securities for safekeeping. Retention and Disposal: Two years, then destroyed.

## Risk Control Division

The Risk Control Division is responsible for information about capital markets transactions and finance portfolios including risk exposure, market values, forecasting, monitoring public debt interest and provision of information systems support.

## Ontario Insurance Commission

The Ontario Insurance Commission regulates all aspects of insurance matters while protecting consumers against unfair insurance business practices.

The purpose of the commission is to ensure public confidence in the insurance industry by monitoring industry activity to safeguard solvency, preserving high standards of conduct for industry practices, invoking disciplinary action when required and providing marketplace information and assistance to consumers.

The commission administers the Compulsory Automobile Insurance Act, Motor Vehicle Accident Claims Act,

Insurance Act, Investment Contracts Act, Prepaid Hospital and Medical Services Act, Marine Insurance Act and has certain duties under the Registered Insurance Brokers Act.

### **General Classes or Types of Records**

Commission Decisions, Reports and Orders

Evidence Filed at Hearings by Parties

Reports and Studies by Consultants Retained by the Commission

## **Corporate Operations**

The Corporate Operations Branch, consisting of four sections, is responsible for the commission's administrative and issues management activities. The Public Affairs section supports the commission's functions through public education and informing the industry and the media about guidelines and other regulatory matters. Other sections include Finance and Planning, Information Technology and Administrative Services.

## **Dispute Resolution Office**

The Dispute Resolution Office provides a mediation, arbitration and appeal process for disputes arising from an individual's claim to statutory accident benefits (automobile insurance) for bodily injury.

### **General Classes or Types of Records**

Applications for Mediation/Arbitration - Appeals, Reports, Decisions

### **Manuals**

Dispute Resolution Practice Code

Practice Tips

### **Personal Information Banks**

#### Mediation, Arbitration and Appeal Cases

Location: Dispute Resolution Office. Legal Authority: Insurance Act, R.S.O. 1990, c.I.8, s.20, s.22, s.25, s.281 to s.284. Information Maintained: Name, date of birth, dependents, details of automobile accidents and statutory accident benefit claims, details of other insurance coverage, employment, financial information, income, marital status, medical and psychological information, personal opinion/views, residence and business addresses, sex. Uses: Mediate and/or arbitrate appeal claims disputes with respect to statutory accident benefits under the Statutory Benefits Schedule. Users: Branch staff, specific insurer and insured involved. Individuals in Bank: Claimants. Retention and Disposal: FIN 85-02 Case Closed - 1+10 years destroyed.

## **Legal Services**

The Legal Services Branch provides The Ontario Insurance Commission with legal opinions and advice, assistance in

policy development, staff training and represents the commission at various administrative proceedings or prosecutions. The Legal Services Branch also prepares and drafts agreements, regulations and legislation.

## **Motor Vehicle Accident Claims Fund**

The Motor Vehicle Accident Claims Fund (MVACF) provides compensation to people injured in auto accidents when no other automobile insurance exists to respond to the claim. In cases of damage to property, not otherwise insured against vehicle impact (e.g.,

hydro and telephone poles or self-insured municipal property), both the owner and driver of the uninsured vehicle must be identified. In certain cases, the branch attempts to recover monies from the uninsured motorist paid out on their behalf.

### **Manuals**

Motor Vehicle Accident Claims Fund - Administration

### **Personal Information Banks**

#### Motor Vehicle Accident Claims (MVAC) Fund - Accounts Receivable

Location: Motor Vehicle Accident Claims Fund. Legal Authority: Motor Vehicle Accident Claims Act, R.S.O. 1990, c.M.41. Information Maintained: Claimants name, Defendant's name, SIN, address, amount and date of payment, credit information, date coupons sent to debtor, date of birth, date of death, driver's licence number, employment information, investigation reports, licence status, repayment amounts, unpaid balance. Uses: Arrange repayment of outstanding debts. Users: Fund and Commission staff, lawyers. Individuals in Bank: Uninsured defendants in claims against the fund. Retention and Disposal: Two years after full repayment, then destroyed.

#### Motor Vehicle Accident Claims (MVAC) Fund - Alphabetical and Numerical Index Card System for Claims Records

Location: Motor Vehicle Accident Claims Fund. Legal Authority: Motor Vehicle Accident Claims Act, R.S.O. 1990, c.M.41. Information Maintained: Identity of plaintiffs/defendants involved in motor vehicle accident, Identity of plaintiffs/defendants involved in motor vehicle accident, Identity of plaintiffs/defendants involved in motor vehicle accident. Uses: Identify claims files when a client has not provided adequate information to access the file directly. Users: Fund and Commission staff. Individuals in Bank: Plaintiffs and defendants involved in motor accidents referred to the fund. Retention and Disposal: Not determined.

#### Motor Vehicle Accident Claims (MVAC) Fund - Complaints

Location: Motor Vehicle Accident Claims Fund. Legal Authority: Motor Vehicle Accident Claims Act, R.S.O.



1990, c.M.41. Information Maintained: Complainant's and Defendant's name and address. Uses: Determine eligibility for assistance from the fund. Users: Fund and Commission staff. Individuals in Bank: Complainants against the fund. Retention and Disposal: Five years, then destroyed.

#### Motor Vehicle Accident Claims (MVAC) Fund - Liability Claims Reserve Files

Location: Motor Vehicle Accident Claims Fund. Legal Authority: Motor Vehicle Accident Claims Act, R.S.O. 1990, c.M.41. Information Maintained: Plaintiff's and defendant's name, Plaintiff's and defendant's name, address, file number, investigation report, medical records, police report, verification of lost wages and property damage. Uses: Estimate liability; record number of outstanding claims, claim payments; provide accounts receivable information. Users: Fund and Commission staff, adjusters and solicitors. Individuals in Bank: Plaintiffs and uninsured defendants. Retention and Disposal: Until claim paid, file closed "no claim", or fund repaid in full, then destroyed.

#### Motor Vehicle Accident Claims (MVAC) Fund - Statutory Accident Benefit Claim Files

Location: Motor Vehicle Accident Claims Fund. Legal Authority: Motor Vehicle Accident Claims Act, R.S.O. 1990, c.M.41. Information Maintained: Claimant's name, additional accident expenses, address, automobile information, benefit loss estimates, benefit payment records, claimant's representative, date of birth, dependants names, details of accident, employment and income information, file number, funeral information, investigation reports, legal opinions, medical records and information, sex. Uses: Estimate liability; record number of outstanding claims, adjusting and payment of accident benefits. Users: Fund and Commission staff, adjusters and solicitors. Individuals in Bank: Claimants, representative, dependants. Retention and Disposal: Not determined.

## Superintendent of Insurance

The Superintendent of Insurance, reporting to the Commissioner, regulates the business of insurance in Ontario: monitoring insurer solvency and fair business practices, and licensing companies, agencies, adjusters and others.

## Actuarial Services

The Actuarial Services office is responsible for all actuarial matters involving the approval of insurance rates (premiums) for automobile insurance and the pre-paid health plans, the review of the actuarial reserves on annual financial statements, the valuation of the Motor Vehicle Accident Claims Fund, the approval of industry statistics captured under the Automobile and the Commercial Casualty Statistical Plans, the review of licence applications, mergers, amalgamations and withdrawals; as well as the

provision of actuarial support to other branches within the commission.

## General Classes or Types of Records

Actuarial Directory  
Actuarial Review (Automobile/Commercial Casualty Statistical Plan Exhibits, experience and expense charges  
Actuarial Review of Rate Filings  
Other Actuarial Projects and Issues  
The Actuarial valuation of the Motor Vehicle Accident Claim Fund

## Manuals

Procedures Manual for the "Analysis of the Automobile Statistical Plan Experience"  
Procedures Manual for the "Review of the Report of the Actuary"  
Procedures Manual for the "Review of Automobile Insurance Rate Filings"

## Personal Information Banks

### Actuarial Review of Automobile Rate Filings

Location: Actuarial Services. Legal Authority: Insurance Act, R.S.O., c.I.8, s.412 and 413. Information Maintained: Names, addresses, amounts recorded in the records of insurance company, comments concerning premium and loss experience, rate level changes needed and new premium rate tables. Uses: support regulatory functions. Users: actuarial staff. Individuals in Bank: Actuary and Officer preparing the rate filing. Retention and Disposal: three years, then destroyed.

### Pre-Paid Health Rate Filings

Location: Actuarial Services. Legal Authority: Pre-Paid Hospital and Medical Services Act. Information Maintained: Names, addresses, amounts recorded in insurer records-Ontario Blue Cross & Greenshields, comments concerning premium and loss experience, rate level changes needed and new premium rate tables. Uses: support regulatory functions. Users: actuarial staff. Individuals in Bank: Actuary and Officer preparing the rate filing. Retention and Disposal: five years, then destroyed.

### Reports of the Actuary

Location: Actuarial Services. Legal Authority: Insurance Act, R.S.O. c.I.8, s.102. Information Maintained: Names, Names, addresses, amounts recorded in the records of the insurance company, comments concerning premium and loss experience, names; addresses; amounts recorded in the records of the insurance company, solvency concerns and viability of the company's operations. Uses: support regulatory functions. Users: actuarial staff. Individuals in Bank: actuary performing the valuation. Retention and Disposal: ten years, then destroyed.

## Public Records

### Actuarial Reports which Analyze Automobile Insurance Experience

**Purpose:** To monitor the aggregate industry statistical plan experience and its impact on automobile insurance premiums (rates). **Legal Authority:** Insurance Act. **Information Maintained:** Aggregate insurance industry premium and loss experience, Aggregate insurance industry premium and loss experience. **Retrievability:** n/a. **Retention and Disposal:** 5 years, then destroyed. FIN 91-04. **Access Procedures:** Robert Foster, (416) 590-7115.

### Automobile Statistical Plan Exhibit Publications by the Insurance Bureau of Canada

**Purpose:** The Insurance Bureau of Canada acts as our statistical agent for the collection and distribution of reports in respect of the aggregate insurance industry statistical experience. **Legal Authority:** Insurance Act. **Information Maintained:** Aggregate insurance industry premium and loss experience, Aggregate insurance industry premium and loss experience. **Retrievability:** n/a. **Retention and Disposal:** Ten years, then destroyed. **Access Procedures:** N/A.

## Agents and Adjusters

The Agents and Adjusters Branch is charged with the licensing and regulation of all insurance agents and independent insurance adjusters in Ontario. This section also licenses and regulates insurance agencies and partnerships, as well as adjusting firms.

### Common Records

Board of Governors Membership

### General Classes or Types of Records

Insurance Agents and Independent Insurance Adjusters

### Personal Information Banks

#### Insurance Agents and Independent Insurance Adjusters

**Location:** Agents and Adjusters. **Legal Authority:** Insurance Act, R.S.O. 1990. **Information Maintained:** Name, Affiliation with other corporations or business' Bankruptcy information, criminal convictions, date of birth, education (adjusters), employment history for preceding five years, gender, residence and business addresses, affiliation with other corporations or businesses, bankruptcy information, citizenship status, residence and business addresses. **Uses:** Assess suitability for licensing. **Users:** Division staff. Registration number, business address, business telephone number, corporation's name, name of sponsoring insurer and current licence status are public information. **Individuals in Bank:** Applicants for registration. Licensed insurance agents and insurance adjusters. **Retention and Disposal:** After 60 months of inactivity, then destroyed.

#### Insurance Agents, Insurance Adjusters - Records

**Location:** Agents and Adjusters. **Legal Authority:** Insurance Act, R.S.O. 1990, c.I.8, s.393 and s.397. **Information Maintained:** Name, affiliation with other corporations or businesses, bankruptcy information, citizenship status, citizenship, criminal convictions, date of birth, education (adjusters), employment history for preceding five years, residence and business addresses. **Uses:** Assess suitability for licensing. **Users:** Division staff. Registration number, business address, business telephone number, corporation's name, name of sponsoring insurer and current licence status are public information. Prior to licensing, all information is restricted. **Individuals in Bank:** Applicants for registration, licensed insurance agents, insurance adjusters. **Retention and Disposal:** 4 Years of inactivity, then destroyed. (FIN 94-02) (FIN 95-04).

## Licensing and Examinations Branch

The Corporate Licensing Unit of the Licensing and Examinations Branch deals with licensing responsibilities, special projects and maintains the company and financial information databases. The Examinations Unit ensures that the Ontario Insurance companies are financially sound and comply with relevant legislation, regulations and policy.

### General Classes or Types of Records

Licensing and Examinations Data

### Manuals

Examinations Procedures

### Personal Information Banks

#### Annual Statements

**Location:** Licensing and Examinations Branch. **Legal Authority:** Insurance Act, R.S.O. 1990, c.I.8, s.102; Investment Contracts Act, R.S.O. 1990, c.I.14, s.16; Prepaid Hospital and Medical Services Act, R.S.O. 1990, C.P. 21, s. 13(2). **Information Maintained:** May include names, addresses, amount at which recorded with insurance company, amounts due from brokers/agents, amounts/nature of account, appraised value, charges outstanding, data about real estate transactions including description, data about trade payables including names, date bought/sold, description of property, interest due or accrued, interest rate, mortgage details, mortgagor name, original principal, purchase or sale price, residence addresses and citizenship of directors and officers, shareholdings, unpaid balances, vendor or purchaser. **Uses:** Analyze company operations; support regulatory functions. **Users:** Users Branch staff, regulators in other jurisdictions. **Individuals in Bank:** Directors, officers, employees, shareholders, mortgagors, vendors and purchasers of real estate, agents, creditors of insurance companies and registrants licensed in Ontario may



be included. Retention and Disposal: Ten years, then destroyed. FIN 90-03.

#### Company Records

Location: Licensing and Examinations Branch. Legal Authority: Insurance Act, R.S.O. 1990, c.I.8, s.23(1)1, s.27, s.42(1), and s.440; Corporations Act, R.S.O. 1990, c.38, s.149(10), s.176(3) and s.185(2); Investment Contracts Act, R.S.O. 1990, c.I.14, s.4. Information Maintained: Name, acts leading to bankruptcy of individual, alias, bankruptcy, business, citizenship, date permanent residency in Canada acquired, degrees, details of name changes, director or shareholder holding more than 10 percent of the shares, education including schools, employment information including company, fidelity bond denial, financial information, information concerning convictions, injunctions, involuntary cancellation or revocation of bonds, issuer and details of termination, licence refusals, licences held at any time including whether or not in force, majors and graduation, marital status, memberships in professional associations, officer, or company in which individual was a member, police reports, reason for leaving and dates, reports from other regulatory bodies, reports from reporting agencies, residence address for last five years, residence telephone, responsibilities, suspension or revocation, suspensions, title, type, type of business. Uses: Determine suitability for licensing insurance companies and registrants. Users: Branch staff, Investigations Branch staff, regulators in other jurisdictions. Individuals in Bank: Directors, officers, shareholders of insurance companies or registrants licensed or seeking a licence. Retention and Disposal: Ten years after licence expires, then destroyed.

#### **Public Records**

##### Insurance Company Licence Register

Purpose: Record of all licensed insurers. Legal Authority: Insurance Act, R.S.O. 1990, C.I.F. s. 23. Information Maintained: Name of licensed insurance company, address of principal office in Canada, classes of insurance granted, form of organization, licence number, name of chief or general agent in Ontario. Retrievability: Name of insurer. Retention and Disposal: Permanent. Access Procedures: Contact corporate licensing assistant.

##### Security Deposit Register

Purpose: Record of security deposits by insurers maintained by the commission. Legal Authority: Insurance Act, R.S.O. 1990, C.I.F. s. 23. Information Maintained: Description of specific securities and their value at time of deposit. Retrievability: Name of insurer. Retention and Disposal: Permanent. Access Procedures: Contact corporate licensing assistant.

## **Market Conduct Branch**

The Market Conduct Branch protects the public from unfair insurance business practices (in accordance with insurance laws). It answers consumer inquiries, produces marketplace information and deals with insurance companies and brokers to clarify claims and underwriting issues relating to all types of insurance. The branch reviews business practices of insurance companies through on-site audits. It also provides investigative services to all branches of the Ontario Insurance Commission.

### **General Classes or Types of Records**

Public Complaints and Inquiries - Statistical Data Collection

### **Personal Information Banks**

#### Market Conduct Branch/Industry and Consumer Practises - Complaints/Inquiries

Location: Market Conduct Branch. Legal Authority: Insurance Act, R.S.O. 1990, c.I.8, s.29, s.30, s.31, s.438 and s.439. Information Maintained: Name, date of birth, driving records, employment, marital status, personal opinions/views, residence and business addresses, sex. Uses: Determine offences against the Act, helps consumers resolve complaints. Users: Branch staff, specific insurer involved. Individuals in Bank: Complainants. Retention and Disposal: Five years, then destroyed. FIN 93-02.

#### Market Conduct Branch/Investigations and Compliance Unit Files

Location: Market Conduct Branch. Legal Authority: Insurance Act, R.S.O. 1990, c.I.8, s.29, s.30, s.31, and s.438 and s.439; Canadian Insurance Exchange Act, 1986; Compulsory Automobile Insurance Act, R.S.O. 1990, c.C.25; Insurance Act, R.S.O., c.I.8; Marine Insurance Act, R.S.O. 1990, c.M.2; Motor Vehicle Accident Claims Act, R.S.O. 1990, c.M.41; Prepaid Hospital and Medical services Act, 1990, c.P.21; and Registered Insurance Brokers Act, R.S.O. 1990, c.R.19. Information Maintained: Name, address, complaint and inquiry letters, correspondence from lawyers and brokers, criminal record, information from confidential sources, investigation reports, legal opinions, statements from witnesses, transcripts of confidential examinations and hearings. Uses: Investigate alleged wrongdoing by insurers or individuals in connection with breaches of the Insurance Act and other relevant information. Users: Branch staff, authorized staff of provincial, national and foreign regulatory and enforcement agencies. Individuals in Bank: Individuals suspected or found guilty of infractions. Retention and Disposal: Thirty years after the investigation is closed, then destroyed; select files to archives.

## **Rates and Classifications**

The Rates and Classifications Branch regulates all automobile insurance rates (premiums) and risk

classifications of companies underwriting automobile insurance in Ontario. The branch ensures that insurance companies comply with the Insurance Act with respect to the rates being just and reasonable, not excessive, so as not to impair the solvency of the company. The risk classification systems must also be predictive of risk, and distinguish fairly between risks.

### **General Classes or Types of Records**

Auto Insurance Forms Approved Under the Insurance Act  
Automobile Rate Filings submitted by Insurance Companies  
Automobile Underwriting Rules  
Commercial Liability Statistical Plan  
Data Exhibits for Automobile/Commercial Liability Lines Insurance  
Rate Applications submitted by Insurance Companies

### **Manuals**

Automobile Statistical Plan  
Commercial Liability Statistical Plan  
Filing Guidelines for Rate Applications  
Filing Guidelines for Underwriting Rates

### **Personal Information Banks**

Automobile Rate Filings Submitted by Insurance Companies

Location: Rates and Classifications. Legal Authority: Insurance Act, R.S.O. 1990, c.I.8, s.412 and s.413;.

Information Maintained: Where applicable, affiliated insurers, certificate of the actuary and methodology and summary, endorsement changes, final rate calculation, include nature of filed rate, or underwriting rule changes, overall rate level indication, rate differential indications, rating examples, revised rates, risk classification system, risk classification system and underwriting rules, risk classification system changes, underwriting rule changes. Uses: Make certain that the rate filings meet the legislated criteria. Users: Commission staff. Individuals in Bank: Directors, officers and consulting actuaries of insurance companies. Retention and Disposal: 5 years in the branch, after information is superceded, then shipped to off-site storage; destroyed after 5 years.

## **Ontario Securities Commission**

The Ontario Securities Commission maintains a list of reporting issuers and records filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors. It processes prospectus offerings of securities and applications for exemption, as well as applications for transfer or release of securities from escrow. The commission registers and investigates consumer complaints about stockbrokers, their salespersons and investment advisers and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value

of securities and answers general questions about commodity futures trading.

The Ontario Securities Commission administers the following legislation: Commodity Futures Act; Deposits Regulation Act; Securities Act; Toronto Futures Exchange Act, 1983; Toronto Stock Exchange Act, 1982; certain provisions of the Business Corporations Act, 1982; and certain provisions of the Corporations Act.

### **General Classes or Types of Records**

Chairman's Department Files  
Escrow Dockets  
Insider Trading Reports  
Investigations  
Legislation and Policies  
Public Companies  
Registrants

### **Manuals**

Adviser Registration Guidelines

### **Personal Information Banks**

#### Investigations

Location: Ontario Securities Commission. Legal Authority: Securities Act, R.S.O. 1990, c.S.5, as amended; Commodity Futures Act, R.S.O. 1990, c.C.20. Information Maintained: Name, address, brokerage and banking records, complaint and enquiry letters, correspondence from lawyers and brokers, criminal record, information from confidential sources, investigation reports, legal opinions, statements from witnesses, transcripts of confidential examinations and hearings. Uses: Investigate alleged wrongdoing by issuers or individuals in connection with breaches of the Securities Act, Ontario Business Corporations Act, Criminal Code, Commodity Futures Act and other relevant legislation. Users: Branch staff; authorized staff of provincial, national and foreign regulatory and enforcement agencies including the Securities and Exchange Commission of the United States, Interpol, Ontario Provincial Police, Metro Toronto Police, Royal Canadian Mounted Police; and self-regulatory organizations, including The Toronto Stock Exchange, the Investment Dealers Association of Canada and The Toronto Futures Exchange. Individuals in Bank: Individuals suspected or found guilty of infractions. Retention and Disposal: Thirty years after investigation is closed, then destroyed; select files to archives.

#### Registrations

Location: Ontario Securities Commission. Legal Authority: Securities Act, R.S.O. 1990, c.S.5, as amended, Part X, s.25 and s.29; Commodity Futures Act, 1990, c.C. 20, Part VIII, s.22 and s.26. Information Maintained: Name, address, business activities, citizenship, civil proceedings, criminal offences, date of birth, education, employment history, marital status, sex. Uses: Determine suitability for



registration. Users: Branch staff; officers and staff of the Ontario Securities Commission requiring information in the performance of their duties; authorized staff of provincial, national and foreign regulatory and enforcement agencies including the Securities and Exchange Commission of the United States, Interpol, Ontario Provincial Police, Metro Toronto Police, Royal Canadian Mounted Police; and self-regulatory organizations including The Toronto Stock Exchange, the Investment Dealers Association of Canada and The Toronto Futures Exchange. Individuals in Bank: Registrants. Retention and Disposal: Forty years after registration lapsed, then destroyed.

### Commodity Futures Advisory Board

At the request of the Ontario Securities Commission, the Commodity Futures Advisory Board (CFAB) consults with and advises the commission concerning developments in commodity futures contracts and commodity futures options, and the manner of trading and the influence of trading in such contracts and options. The CFAB was created in 1979 in accordance with section 2 of the Commodity Futures Act.

### Financial Disclosure Advisory Board

At the request of the Ontario Securities Commission, the Financial Disclosure Advisory Board (FDAB) consults with and advises the commission concerning the financial disclosure requirements of the Securities Act and Regulation. The FDAB was created in 1966 in accordance with section 4 of the Securities Act.

### Pension Commission of Ontario

The Pension Commission of Ontario (PCO) was established in 1965 to administer the Pension Benefits Act (PBA) and has been responsible since that date for registering and regulating employer-sponsored pension plans. The first Pension Benefits Act was enacted in 1963.

The PCO is a regulatory Schedule 1 agency of the Ontario government consisting of two parts. The 9 member appointed tribunal headed by the chair, who reports to the Minister of Finance, meets monthly to consider pension issues and the business of the commission, generally including staff recommendations on policy development and related pension matters.

The tribunal also acts in a quasi-judicial capacity to consider applications (made under various sections of the legislation) and to conduct hearings (generally on appeal from Orders made by the Superintendent of Pensions).

The second part of the regulatory agency includes about 75 staff who, under the direction of the Superintendent of Pensions, are responsible for ensuring that approximately

7,415 registered pension plans covering almost 1.9 million pension plan members comply with the minimum standards and funding and investment requirements of Ontario's pension legislation. (The Superintendent reports to the chair of the commission.) The PCO publishes the PCO Bulletin and other documents to assist pension plan sponsors, administrators and consultants with meeting the requirements of the PBA.

The PCO's mandate is to administer the Act and the regulations; to promote the establishment, extension and improvement of pension plans throughout Ontario; to advise the Minister in respect of the business of the commission; and to make recommendations to the Minister in respect of pension plans (PBA, section 96).

The PCO is NOT responsible for any of the following programs administered by the federal government: the Canada Pension Plan (CPP), the Old Age Security Program (OAS) or the Guaranteed Income Supplement Program (GIS), or the Ontario government program Guaranteed Annual Income System for Seniors (GAINS).

### General Classes or Types of Records

Actuarial Reports  
Annual Information Return  
Application for Registration of a Plan Amendment - Form 1.1  
Applications for Registration of a Pension Plan - Form 1.0  
Applications to the Commission  
Applications to the Superintendent  
Commission Records  
Correspondence  
Cost Certificates  
Financial Statements  
Pension Benefits Guarantee Fund Assessment Certificates  
Pension Plan Texts and Plan Amendments  
Statement of Investment Policy and Goals and Investment Policy Returns  
Trust Agreements and Insurance Contracts  
Wind-up Reports for Full and Partial Wind-up of the Pension Plan

### Manuals

PCO Policy Manual  
Pension Plans Branch Procedures Manual

### Personal Information Banks

#### Complaints

Location: Pension Commission of Ontario. Legal Authority: Pension Benefits Act, R.S.O. 1990, c.P.8. Information Maintained: Name, address, age, employer's name and opinions of the individual, employment history, income, marital status, pension accrued, sex, telephone number.

## FINANCE (FIN)

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Uses: Resolve complaints; answer queries. Users:  
Authorized commission staff. Individuals in Bank: Members  
of registered pension plans filing complaints or queries.  
Retention and Disposal: Not determined.



# MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

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## Head

Minister Responsible for Francophone Affairs  
801 Bay Street, 11th Floor  
Toronto, Ontario  
M7A 2B2  
(416) 326-3074

## Access

Freedom of Information and Privacy Coordinator  
Office of Francophone Affairs  
4th Floor, Mowat Block  
900 Bay Street  
Toronto, Ontario  
M7A 1C2  
(416) 325-4963

A public reading room for the review of manuals and other information is open during regular office hours on the main floor at 135 St. Clair Avenue West, Toronto. In addition, public reading rooms are located at each regional office. Refer to Government of Ontario Telephone Directory for addresses.

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## Office of Francophone Affairs

The Office of Francophone Affairs provides the policy framework for the development of French language initiatives and services throughout the Ontario government. The office is the prime advisor to the government, through the Minister Responsible for Francophone Affairs and the Premier, on the development and implementation of French language services and on relations with the francophone community. The office offers grants to assist community services or activities for francophones. It provides information about the French Language Services Act.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
FUTURES Program Applicants and Participants  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Ombudsman/Human Rights Commission  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

## General Classes or Types of Records

Community Support Fund Administration and Grants Lists  
Franco-Ontarian Directory  
Francophone Media List  
French Language Services Administrative Guidelines

## Manuals

Administrative Guidelines  
Audit Review Guide  
Criteria for Designation of Agencies (and forms used for designation)  
French Language Publications, Advertising and Communications Guideline  
Guide to French Language Requirement in Devolution, Transfers, Partnerships and Co-sponsorship  
Guide to Subordinate Legislation  
Guideline for Tribunals  
Guidelines for Publication Exemptions  
Law Enforcement Guideline  
Procedure for Amending the List of Designated and Identified Positions in Ministries and Scheduled Agencies

## Personal Information Banks

### Mailing List

Location: Office of Francophone Affairs. Legal Authority: French Language services Act, R.S.O. 1990, c.F.32, s. 12.  
Information Maintained: Names and addresses, Names and addresses. Uses: Newsletter (coup d'oeuil/At a Glance). Users: Office of Francophone Affairs staff. Individuals in Bank: Subscribers to Newsletter (primarily francophones). Retention and Disposal: Not determined.

# GEORGE BROWN COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
George Brown College of Applied Arts and Technology  
500 Macpherson Avenue  
P.O. Box 1015, Station B  
Toronto, Ontario  
M5T 2T9  
(416) 415-4472

## Access

Freedom of Information and Privacy Coordinator  
George Brown College of Applied Arts and Technology  
P.O. Box 1015, Station B  
Toronto, Ontario  
M5T 2T9  
(416) 415-4646

TDD: (416) 967-0966 A public reading room for the review of manuals and other information is open during regular office hours at 500 Macpherson Avenue, Toronto.

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George Brown College is a student-oriented, highly diversified, innovative centre of learning in multicultural central Metropolitan Toronto, providing high-quality education, training, research, development and social services with integrity, professionalism and a sense of caring.

George Brown College is governed by a 17-member Board of Governors that includes the college's President in an ex-officio capacity as Secretary-Treasurer. The college comprises three divisions, each headed by a Vice President: Academic and Student Affairs; Corporate Services and External Relations and Human Resources.

## Academic and Student Affairs

Under the direction of the Vice President, Academic and Student Affairs, this area is comprised of all academic units and departments providing services to students of the college reporting to the Vice President, are the faculties of Health Sciences and Community Services; Business; Science and Technology; Creative Work; The Centre for Hospitality and Access and Academic Studies. It also includes the Department of Student Affairs and Learning Innovation and Academic Development.

## Common Records

Co-op, Work Term, Final Job Placements  
Day Care Registrants

FUTURES Program Applicants and Participants  
Graduate and Alumni Records  
Library Users Lists  
Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Parking Records  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

## Personal Information Banks

Deaf and Hard-of-Hearing and Special Needs Student/Client Files

Location: Academic and Student Affairs. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M. 19. Information Maintained: Name, address, date of birth, social insurance number, academic and medical history, academic transcripts, academic, medical and/or psycho-educational assessment reports, application and intake records, educational and/or psycho educational tests, release of information forms, sponsorship authorization forms and invoices. Uses: Access and External Relations Division. Users: Department staff, referring or sponsoring agencies on the student's written request. Individuals in Bank: Students and potential students with special needs due to handicapping conditions, and others referred for assessment. Retention and Disposal: Not determined.

Redirection Through Education Program Student Files

Location: Academic and Student Affairs. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M. 19. Information Maintained: Name, address, date of birth, social insurance number, academic, medical, mental health, psychiatric and personal history, application and intake records, functional level tests, psychiatric and psycho-social assessment reports if available, sponsorship authorization forms/invoices (Vocational Rehabilitation, Ministry of Community and Social Services etc.), release of information forms, referral forms. Uses: Assist in providing appropriate rehabilitation services to people with psychiatric disabilities in a classroom setting and on an individual counselling basis; assist in administering the program; assist anonymized research into the program's effectiveness. Users: Department staff, referring or sponsoring agencies on the student's written request. Individuals in Bank: Students and potential students with psychiatric and mental health problems who are referred to the program. Retention and Disposal: Five years, then destroyed.



## Board of Governors

Appointed by the Council of Regents and the local municipality, the Board of Governors has responsibility for establishing college goals and policies and evaluating results. It is comprised of three standing committees: Finance and Property; and Strategic Planning; and Academic and Student Affairs.

### Common Records

Board of Governors Membership

### General Classes or Types of Records

Bylaws and Policies

Minutes of Board and Standing Committees

## Corporate Services and External Relations

Under the direction of the Vice President, Corporate Services and External Relations, the division provides the college with a variety of administrative and support services as well as international and continuing education programs and services; marketing and business ventures. Reporting to the Vice President, Corporate Services and External Relations, are the following departments: Ontario Skills Development, International Programs, Training Services, Continuing Education, Marketing, Controller, Campus Operations, Student Management and Information Systems and Registrar.

### Manuals

Academic Manual

Administrative Manual

General Manual

Human Resources Manuals

Physical Resources Manual

## Human Resources Division

Under the direction of the Vice President, Human Resources, this division provides the college with administrative and support services. Reporting to the Vice President are the following: Employment Services, Employment Equity, Occupational Health and Safety, Compensation/Benefits, Labour Relations Support and Labour Relations Academic, Staff Resource Centre and the Equity Centre.

### Common Records

Employee Personnel, Payroll and Benefits Records

Grievances and Applications

Health and Medical Records

Job Competitions and Applications

Medical Information (Personnel)

Ombudsman/Human Rights Commission

Professional Development

Workers' Compensation

## President's Office

Appointed by and accountable to the Board of Governors, the President is Chief Executive Officer of the college and has full authority to manage and direct its business affairs. Reporting to the President are the Vice Presidents of Academic and Student Affairs; Corporate Services and External Relations, Human Resources and the Human Rights Advisor.

### Common Records

Employee Personnel, Payroll and Benefits Records

Grievances and Applications

Health and Medical Records

Job Competitions and Applications

Ombudsman/Human Rights Commission

Professional Development

Workers' Compensation

# GEORGIAN COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair of the Board of Governors  
Georgian College of Applied Arts and Technology  
One Georgian Drive  
Barrie, Ontario  
L4M 3X9  
(705) 728-1968

## Access

Freedom of Information and Privacy Coordinator  
Georgian College of Applied Arts and Technology  
One Georgian Drive  
Barrie, Ontario  
L4M 3X9  
(705) 728-1951



A public reading room for the review of manuals and other information is open during regular office hours on the third floor of the College Services Building, Building C, One Georgian Drive, Barrie.

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Georgian College, serving the areas of Bruce, Grey, Dufferin and Simcoe, and the districts of Muskoka and Parry Sound, provides full- and part-time post-secondary, cooperative, continuous learning, apprenticeship and skills education to secondary school graduates, mature students, academic upgrading students and foreign students. Georgian offers general programs in applied arts, business, health sciences and technology, and specializes in such programs as automotive marketing, civil aviation, dispensing optician, marine engineering and tourism.

Georgian College is governed by a Board of Governors and is organized into four divisions: Academic, Administrative Services, Human Resources and Organizational Change Services, and Student Services. Each division is headed by a Vice-President; each division head reports to the President. Georgian has three main campuses: in Barrie, Orillia and Owen Sound. The Campus Directors of the Orillia and Owen Sound campuses report to the Vice President, Student Services. Georgian's satellite campuses are in Parry Sound, Midland, Collingwood, Orangeville and Walkerton, with two off-site locations in Barrie and Owen Sound. Administrative headquarters are located in Barrie.

## Common Records

Dental Clinic Patients  
FUTURES Program Applicants and Participants

Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Tests, Examinations and Assessments

## Academic Division

This division provides full-time and part-time diploma, certificate and continuing education programs. This includes the operation of the Canadian Automotive Institute, the Civil Aviation Institute, the Great Lakes School of Marine Technology, international education, contract training programs, skills development programs and the Learning Resources Centres.

## Common Records

Dental Clinic Patients  
FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Tests, Examinations and Assessments

## General Classes or Types of Records

CAD/CAM Project  
Community Industrial Training Committees  
Independent Learning Centre  
Skills Program  
Trades Updating Program

## Manuals

Advisory Committee Guidelines  
Course Outlines/Program Descriptions  
Georgian's Ontario Skills Development Office  
Instructor Handbooks  
Operational Plan  
Program Evaluation Process Booklet

## Administrative Services Division

This division is responsible for financial planning and budget control, financial services, Kempenfelt Conference Centre, computer services and physical resources. Included in these responsibilities are accounting, printing, purchasing, shipping/receiving, furniture and equipment, contracts, ground maintenance and cleaning.

## Common Records

Travel/Expense Accounts

## Manuals

College Equipment Maintenance System  
Industrial Research Assistance Program  
Printing Services Manual

## Board of Governors

The Board of Governors, appointed by the Ontario Council of Regents, is a corporation responsible for establishing the



college's purpose and direction, ensuring that the college is effectively and efficiently managed, establishing policies having college-wide application, and promoting effective communication with the college community. The board has two standing committees: Executive, and Finance and Audit.

### **General Classes or Types of Records**

Board of Governors' Awards  
Building and Property-Original Documents  
Bylaws  
Contracts/Agreements  
History/Profile of College  
Leases  
Master Plan  
Minutes of Board and Committees  
Official Ceremonies

### **Personal Information Banks**

Kempfenfelt Conference Centre Client Files  
Location: Board of Governors. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19.  
Information Maintained: Guest registration card with name, address, car licences, length of stay and room number, telephone. Uses: Community Development Division. Users: General Manager and administrative office staff. Individuals in Bank: Clients of the centre. Retention and Disposal: Five years, then destroyed.

## **Human Resources and Organizational Change Services Division**

This division is responsible for human resources, payroll and benefits, human resources development, and organizational planning and development. This includes pay equity, employment equity, operational review and the annual report.

### **Common Records**

Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
Grievances and Applications  
Job Competitions and Applications  
Ombudsman/Human Rights Commission  
Teacher Workload Records (Standard Workload Form)  
Workers' Compensation

### **Manuals**

Freedom of Information  
Georgian College Policy Manual  
Georgian College Procedures Manual  
HRD Funding Guidelines  
Human Resources Practices and Procedures

## **Office of the President**

The President is appointed by the Board of Governors and is an ex-officio member of the board, responsible for the day-to-day operation of the college, advising the board of the development, and promotion and implementation of objectives and policies and the Georgian Foundation.

### **Common Records**

Graduate and Alumni Records  
Scholarships and Awards

### **General Classes or Types of Records**

Canadian Automotive Institute Fundraising Records  
Georgian Foundation Records

## **Student Services Division**

This division is responsible for the campus directors' offices, registrar's office, financial aid, scheduling and statistics, space allocation, student records, counselling, health services, athletics and recreational services, Students' Administrative Council, marketing, official ceremonies, convocations, theatre allocation, telecommunications, switchboard, cooperative education/graduate placement, alumni office and fundraising.

### **Common Records**

Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Ontario Student Assistance Program  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Vocational Testing and Counselling

### **General Classes or Types of Records**

Georgian Press Operations  
Official Ceremonies  
Theatre Advisory Committee Minutes

# GO TRANSIT

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## Head

Minister of Transportation  
Chairman  
GO Transit  
20 Bay Street, Suite 600  
Toronto, Ontario  
M5J 2W3  
(416) 869-3600

## Access

Freedom of Information and Privacy Coordinator  
Administration and Claims Office  
GO Transit  
20 Bay Street, Suite 600  
Toronto, Ontario  
M5J 2W3  
(416) 869-3600



A public reading room for the review of manuals and other information is open during regular office hours in the library at 20 Bay Street, Suite 600 Toronto.

The Toronto Area Transit Operating Authority (GO Transit) is the interregional transit system established by the Province of Ontario linking Metropolitan Toronto with the surrounding regions of Durham, York, Peel, Halton and Hamilton-Wentworth. The system started as a single rail line in 1967, and is now an integrated network of train and bus services running over an 8,000 square kilometre (3,000 square miles) area up to 90 kilometres (55 miles) from downtown Toronto. GO Transit administers the system using contract operators CN and CP for GO Train service; GO Transit operates the bus service directly. For timetable and fare information, phone the local GO Transit number (416-869-3200 in the Toronto calling area).

GO Transit was established under the Toronto Area Transit Operating Authority Act as a provincial Crown agency and reports to the Legislature through the Minister of Transportation. GO Transit is governed by a Board of Directors made up of the Regional Chairs of the Regions it serves. The head office maintains a library, open to the public (416-869-3600 ext.351), and publishes various timetables, brochures and an annual report.

## Administration

The Administration Office manages the procurement and disposal of equipment, supplies and services; legal services; business analysis; insurance and claims; freedom of information; prosecution; manuals management; and mail and courier services. It also maintains regulations, tariff and

other public rules for the use of GO Transit's service and facilities.

## Common Records

Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
Library Users Lists  
Litigation Files  
Ombudsman/Human Rights Commission  
Parking Records  
Workplace Discrimination and Harassment Prevention Program

## General Classes or Types of Records

Vendor Information Listings

## Manuals

Administration and Claims Procedures  
Corporate Administrative Policies and Procedures  
Materials Management Procedures  
Tariff - Fare Charts and Transportation Regulations

## Personal Information Banks

### Claim Records

Location: Administration. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.5(e). Information Maintained: Name, address, adjuster's recommendation, customer service/accident/incident/police reports, insurance adjuster's recommendation, invoice copies/cost estimates, witness statements, work orders/repair statements. Uses: Investigate and settle claims by or against GO Transit. Users: Claims staff, insurance adjusters, lawyers, police, auditors. Individuals in Bank: Individuals filing claims. Retention and Disposal: Various, from one year to permanent, then destroyed or microfilmed.

### Legal Documents - Contracts, Agreements and Transactions

Location: Administration. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.6. Information Maintained: Name, address, construction bonds, contractor/consultant work performance reports, details of property transactions or personal contracts, drawings, financial information, litigation, social insurance number, specifications, telephone number of individuals/companies involved in legal transactions. Uses: Maintain records of legal transactions and contract administration. Users: Authorized administrative staff, solicitors, internal/external auditors. Individuals in Bank: Individuals involved in legal transactions. Retention and Disposal: Various from 3 years to permanent.

### Preferred Parking Applications

Location: Administration. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.10. Information Maintained: Customer name, address, driver's



licence and vehicle ownership, telephone number. Uses: Authorize preferred carpool parking spaces at stations. Users: Transit Enforcement staff. Individuals in Bank: GO Transit customers applying for permits. Retention and Disposal: Current year only, then destroyed.

#### Prosecution Records

Location: Administration. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.10; Provincial Offences Act, R.S.O. 1990, c.P.33, Parts 1, 2, 3 and 5; Highway Traffic Act, c.H.8, s.21; Trespass to Property Act, c.T.21, s.9; Criminal Code of Canada, s.494; Liquor Licence Act, R.S.O. 1990, s.L.19. Information Maintained: Name, address, criminal record, date of birth, driver's licence, nature and circumstances of charges, occupation, police and witness reports, sex, telephone number, vehicle ownership. Uses: Prosecute individuals. Users: Transit Enforcement staff, audit and other authorized GO Transit staff, Metro Toronto and other municipal police departments, Ministry of the Attorney General staff. Individuals in Bank: Individuals who commit an offence. Retention and Disposal: Two years or until case is closed. Destroyed using confidential procedures.

#### Young Offender Records

Location: Administration. Legal Authority: TATOA Act, R.S.O. 1990, c.T.13, s.10; Provincial Offences Act, R.S.O. 1990 c.P.33, Parts 1, 2, 3 and 5; Highway Traffic Act, R.S.O. 1990, c.H.8, s.21; Trespass to Property Act, R.S.O. 1990, c.T.21, s.9; Liquor Licence Act, R.S.O.1990, c.L.19, Young Offender's Act, R.S.C.1980-81-82-83, c.110. Information Maintained: Name, address, criminal record, driver's licence number, police and witness reports, sex, telephone number, vehicle ownership. Uses: Prosecute individuals. Users: Transit Enforcement staff, audit, and authorized GO Transit staff, Metro Toronto and municipal police departments, Ministry of the Attorney General staff. Individuals in Bank: Individuals who commit an offence. Retention and Disposal: Destroyed in accordance with the federal or provincial statute when the offender turns the age of 16 or 18.

### **Audit**

The Audit Office reviews and appraises financial and operating controls, ensuring compliance of government and the authority's policies and procedures; develops and monitors the System Safety and Environmental Program Plans; and conducts special investigations.

#### **Manuals**

Internal Audit Procedures

### **Bus Services**

The Bus Services office operates and maintains bus and support vehicle equipment, providing a safe and reliable

passenger transportation service. This office operates and maintains bus support facilities.

#### **General Classes or Types of Records**

Transit Equipment - Specifications and Standards

#### **Manuals**

Bus Supervisory  
Driver's Operating

#### **Personal Information Banks**

##### Operator Files

Location: Bus Services. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.6; Highway Traffic Act, R.S.O. 1990, c.H.8, s.2; Occupational Health and Safety Act, R.S.O. 1990, c.O.1, Part I, s.5. Information Maintained: Employee name and number, accident statistics and reports, equipment issue, licence/permit, performance records, training records. Uses: Train and monitor staff requiring a licence or permit to operate equipment. Users: Supervisory and Human Resources staff. Individuals in Bank: GO Transit staff. Retention and Disposal: Fifty years after employee termination, then destroyed.

### **Engineering**

The Engineering Office provides corporate market research, advertising, graphics, drafting, audio, visual and promotion services; strategic planning, feasibility studies and environmental assessments; preliminary design, detail design and construction management; production of directional and regulatory signage and telecommunication systems.

#### **General Classes or Types of Records**

Consultant and Contractor Listings  
Environmental Reports  
Transit Passenger Operating Statistics

#### **Manuals**

Engineering Standards

### **Finance**

The Finance Office administers and controls corporate funds through the collection and management of revenues, payroll administration and asset controls; cash management and banking services; prepares financial forecasting and budget reports; develops and maintains computer information systems and associated equipment, library, archives, records, forms and image management programs.

#### **Common Records**

Library Users Lists  
Travel/Expense Accounts

## General Classes or Types of Records

Ticket Inventory and Sales Reports

## Manuals

Management Information Systems

## Personal Information Banks

### Expense Accounts

Location: Finance. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.4(1).

Information Maintained: Name, address, advance account, employee number, expenses. Uses: Record accountable advance and expenditure totals. Users: Accounts payable staff, internal/external auditors. Individuals in Bank: GO Transit employees. Retention and Disposal: Seven years, then destroyed.

### Fare Collection/Refund Records

Location: Finance. Legal Authority: Toronto Area Transit Operating Authority Act R.S.O. 1990, c.T13, s.10(1)(b)(iv) and s.10(4). Information Maintained: Refund, collection, fares. Uses: Identify individuals for the collection/refund of fares. Users: Revenue Accounting, Station Operations, Customer Services, Audit, Claims and Transit Enforcement. Individuals in Bank: GO Transit customers applying for refunds. Retention and Disposal: Up to 7 years, then destroyed.

### Payroll Records

Location: Finance. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.4(1). Information Maintained: Employee name and number, benefit options, payroll transaction, social insurance number, timesheets. Uses: Issue paycheques; prepare statistical reports (benefits, T-4 summaries). Users: Payroll, and Human Resources staff, line managers and supervisors. Auditors and authorized federal and provincial regulatory staff. Individuals in Bank: GO Transit employees. Retention and Disposal: Variable, up to 50 years after employment termination, then destroyed.

### Student Identification Cards

Location: Finance. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.10(1)(b)(iv). Information Maintained: Customer name, address, identity card number, telephone number, period of attendance, school attended. Uses: Identify individuals entitled to purchase tickets and passes at a reduced rate. Users: Revenue Accounting staff, Auditors and Transit Enforcement Officers. Individuals in Bank: Students applying for an identification card. Retention and Disposal: Duration of school year, then destroyed.

## Human Resources

The Human Resources Office is responsible for personnel, recruitment, labour relations, health and safety, benefits, training, employment equity and workplace harassment, in compliance with various legislated Acts.

## Common Records

Career Planning/Training

Employee Personnel, Payroll and Benefits Records

Employment Application Inventory

Employment Equity Program

Freedom of Information and Protection of Privacy Act Requests

General Employment History and Payroll Information

Grievances and Applications

Health and Medical Records

Identity/Employee Card

Job Competitions and Applications

Medical Information (Personnel)

Ombudsman/Human Rights Commission

Performance Management

Professional Development

Workers' Compensation

Workplace Discrimination and Harassment Prevention Program

## Manuals

Corporate Human Resources Policies and Procedures

## Personal Information Banks

### Competition Files

Location: Human Resources. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.4. Information Maintained: Name, address, application or resume, driver licence record (where applicable), education, employment history, interview questions and evaluations, reference check, telephone number. Uses: Select candidates for vacant positions. Users: Human Resources staff, line managers, supervisors, internal/external auditors. Individuals in Bank: Internal/external applicants seeking employment. Retention and Disposal: Three years, then destroyed.

### Employee History Files

Location: Human Resources. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.4. Information Maintained: Name, address, benefits, credit record (if applicable), date of birth, disciplinary and commendation letters, driver's licence/operator permit (if applicable), education, employee identification card, employee number, employment history, job application/resume, marital status, medical information, merit recommendations, pay rate, performance appraisals, permit records (where applicable), sex, sick leave and vacation reports, social insurance number, telephone number. Uses: Record employee work history and



performance; assess eligibility for promotions, benefits, transfers and courses; provide information to payroll staff. Users: Human Resources staff, line managers, supervisors, internal/external auditors, authorized security staff. Individuals in Bank: GO Transit employees. Retention and Disposal: From employee termination plus 50 years, then transferred to archives.

#### Employment Application Inventory

Location: Human Resources. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c. T.13, s.4. Information Maintained: Name, address, application or resume, education, employment history, telephone number. Uses: Identify potential candidates for job competitions. Users: Human Resources staff, line managers, supervisors, internal/external auditors. Individuals in Bank: External applicants seeking employment. Retention and Disposal: One year, then destroyed.

#### Grievance Records

Location: Human Resources. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.4(1); Crown Employee Collective Bargaining Act, R.S.O. 1990, c.C.50, s.19, s.38 and s.39; Labour Relations Act, R.S.O. 1990, c.L.2, s.45 and s.89. Information Maintained: Employee name, employee number, grievance award, grievance forms and correspondence, supporting documentation, work location. Uses: Document the grievance process. Users: Human Resources staff, line managers, supervisors, Union steward. Individuals in Bank: GO Transit employees. Retention and Disposal: Variable after conclusion of the grievance, then destroyed.

#### Training and Development Records

Location: Human Resources. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.4(1). Information Maintained: Driver's licence record and testing scores (if applicable), education, employee name and number, training courses/seminars attended. Uses: Record employee's career and participation in training programs. Users: Human Resources staff and employee. Individuals in Bank: GO Transit employees. Retention and Disposal: Amalgamated with the Employee History file upon termination, then transferred to archives.

## **Property Management**

The Property Management Office manages the acquisition, leasing or disposal of property; provides sales and support services and manages the daily administration, operation and maintenance of stations, terminals and support property.

### **General Classes or Types of Records**

Property Maintenance Records

#### **Manuals**

Plant Management

## **Personal Information Banks**

### Lost and Found

Location: Property Management. Legal Authority: Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13, s.6. Information Maintained: Customer name, address, telephone number, identification, description and or contents of article. Uses: Return lost articles to customers. Users: Station Operations, Transit Enforcement, Bus and Rail Services and Audit staff. Police departments, Canadian National Railways and Canadian Pacific Railways staff. Individuals in Bank: Customers who have lost articles. Retention and Disposal: Lost articles will be disposed of after 90 days of registration, records are maintained from one to six years, then destroyed.

## **Public Communications and Compliance**

The Public Communications and Compliance office provides security and safety to passengers, employees and property; maintains the integrity of the fare system; establishes and maintains a public communications program with the customers, news media and staff; provides information with respect to GO Transit's services, fares and programs.

## **Personal Information Banks**

### Customer Service Reports

Location: Public Communications and Compliance. Legal Authority: Toronto Area Transit Operating Authority Act. Information Maintained: Name, address, telephone number, complaint/comments and response. Uses: To record customer complaints, suggestions, investigations and responses. Users: Authorized GO Transit staff. Individuals in Bank: Customers who have called or written for customer service. Retention and Disposal: 2 years.

## **Rail Services**

The Rail Services office operates rail transportation services, procures and maintains rail rolling stock and manages associated facilities.

### **Manuals**

Rail Operations

# HEALTH

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## Head

Minister of Health  
10th Floor, Hepburn Block  
80 Grosvenor Street  
Toronto, Ontario  
M7A 2C4  
(416) 327-4300

## Access

Freedom of Information and Protection of Privacy Office  
Ministry of Health  
5700 Yonge Street, 6th Floor  
North York, Ontario  
M2M 4K5  
(416) 327-7040

A public reading room for the review of manuals and other information is open during regular office hours on the Main Floor at 5700 Yonge Street, Toronto.

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Created by the Public Health Act of 1882 as the first permanent health care administrative body in the province, the Ministry of Health was originally known as the Provincial Board of Health of Ontario. In 1919, it was transferred from the Department of the Provincial Secretary to the Department of Labour under the Minister of Health and Labour. The Provincial Board became the Department of Health in 1925. In 1930, the Department of Hospitals was established under the direction of the first Minister of Health. Hospitals, sanatoria and mental institutions previously had reported to the Provincial Secretary. The Department of Hospitals became a division of the Department of Health in 1934. Insured hospital services and insured physicians services, introduced in 1959 and 1966 respectively, were combined under the Ontario Health Insurance Plan (OHIP) in 1972. The Department of Health became the Ministry of Health in 1971.

The ministry is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefit, assistive devices, care for the mentally ill, long-term care, home care services, community and public health promotion and disease prevention. It also regulates hospitals, nursing homes; operates psychiatric hospitals and medical laboratories; and coordinates emergency health services.

## Deputy Minister's Office

### Communications and Information Branch

The Communications and Information Branch supports the policies and programs of the ministry through production and distribution of information to the public, the media and health care providers.

Communications officers prepare communication plans, liaise with the media; organize news conferences; write speeches, statements and news releases; monitor the media; and produce advertising, print and audio-visual materials, displays, exhibits and other materials that promote health.

The Health Information Centre provides information on the programs, services and activities of the ministry through distribution of print material and answer telephone, in-person and written requests for information.

### General Classes or Types of Records

News Releases  
Press Clippings  
Public Information Requests  
Publications  
Speeches

### Health Economic Development

The health industries play a vital role in both economic renewal and health system reform. The position of the Health Economic Development office (HED) within the Ministry of Health leverages Ontario's significant public investment in health care to strengthen the health industries' global competitiveness, thereby creating wealth and jobs.

The office's clients and stakeholders are diverse. They include the four primary health industries (medical devices, pharmaceuticals, biotechnology and private health care services), as well as government, health services providers, research organizations, information technology, investment institutions, and consultants and other professionals.

HED bridges these constituencies by forging alliances and collaborations, among them a joint government-pharmaceutical industry committee, a health research advisory group and an association of independent Ontario medical device manufacturers. Guided by the needs of its stakeholders, HED also works with firms in the health industries both individually and collectively. The office develops strategies and initiatives to:

promote Canadian industry (by serving as an advocate, creating business opportunities, strengthening infrastructure and founding new associations).



obtain the greatest advantage from economic development opportunities in the ministry's own activities (by, for example, marketing ministry products and expertise)

HED also participates in system-wide efforts to maintain high quality, cost-effective health services, and is addressing potential industry contributions to these efforts.

## Legal Services Branch

Legal services provided to the ministry by this branch include preparation of contracts, provision of opinions, settlement of claims, appearances at court hearings, etc. The branch counsels the ministry on legal matters, including the interpretation of statutes, regulations and the preparation and review of proposed legislation, regulations and other legal matters. The Legal Services Branch is seconded to the Ministry of Health by the Ministry of the Attorney General.

### Common Records

Freedom of Information and Protection of Privacy Act  
Requests

### General Classes or Types of Records

Health Services Appeals - Health Insurance Act  
Ministry of Health Legislation

## Freedom of Information and Protection of Privacy Office

The Freedom of Information and Protection of Privacy Office (FIPP) coordinates the implementation of the Freedom of Information and Protection of Privacy Act, within the Ministry of Health. The unit develops policies and procedures and offers an educational program to assist ministry staff in responding to requests for information. Customer service is an important aspect of the FIPP function, since the office processes information applications, reviews severance procedures, offers advice and assistance concerning procedures to program area coordinators, and establishes and collects fees in accordance with the Act. Ministry preparations for appeals are coordinated with the Legal Services Branch and program areas.

FIPP liaises with the Office of the Information and Privacy Commissioner/Ontario and other ministry staff to ensure that practices for the collection of personal information comply with the Act. The unit also coordinates the review of existing legislation and regulations, identifies conflicts with the Act and provides recommendations to management. An annual report is submitted to the Minister responsible for the Act and to the Commissioner.

### Common Records

Freedom of Information and Protection of Privacy Act  
Requests

## Corporate Services Group

The Corporate Services Group provides administration and management to the Ministry of Health through its Audit, Employment Equity, Finance and Accounting, Human Resources, Supply and Services Branches as well as its Information Systems Division. Health Card Registration and Fee-for-Service Program functions and client services are provided by the Registration Program Branch and Claims Payment Operations.

### Common Records

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Library Users Lists  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

### General Classes or Types of Records

Federal Interprovincial Arrangements  
Institutional Policy Registration

### Manuals

Corporate Administrative Policies and Guidelines  
Information Systems Division - Policy and Procedures  
Medical Claims Processing Guidelines (Vols. 1 and 2 medical rules)  
Security Handbook and Manual

### Personal Information Banks

#### Coroner's Inquests

Location: Corporate Services Group. Legal Authority: Coroner's Act, R.S.O. 1990, c.C.37, s.10. Information Maintained: Name, date, if cause of death was natural or unnatural, jury's recommendations, place and cause of death, sex, time. Uses: Investigate circumstances of death; evaluate and implement jury's recommendations. Users: Senior legal and management officials, senior program area staff, coroner's courts, authorized investigators. Individuals in Bank: Deceased individuals for whom a coroner's inquest is held. Retention and Disposal: Not determined.

#### Correspondence/Files - Insured Persons and General Public

Location: Corporate Services Group. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6; Independent

Health Facilities Act, R.S.O. 1990, c.I.3, s.3, 5, 6, 9, 18, 36. Information Maintained: Name, address, court orders, decisions and recommendations, decisions of the Medical Eligibility Committee and Health Service Appeal, enrolment, financial and medical information, health number, inquiries, legal opinions, subpoenas. Uses: Determine eligibility for enrolment for Ontario health coverage; determine eligibility for Northern Health Travel grants; update enrolment system; assess claims; provide background data for the development of Ministry of Health program policy; compile statistics. Users: Health Insurance Division staff, Claims Payment Operations staff, authorized ministry officials, Legal Services Branch staff, Health Service Appeal Board, other specifically authorized agencies. Individuals in Bank: Health insurance subscribers, members of the general public inquiring about enrolment, claims or grants. Retention and Disposal: One to 10 years, then destroyed.

### Audit Branch

This branch is responsible for the ministry's audit functions, which include reviewing and appraising the accounting, financial and operating controls of internal offices and ministry-funded agencies.

#### General Classes or Types of Records

Computer Systems - Documentation  
Systems Security

### Fiscal Strategies Branch

The Fiscal Strategies Branch coordinates the ministry's allocation and estimates processes, including the preparation of submissions to Management Board and regular reporting of the ministry's financial status to the Ministry of Finance. The branch manages the transfer payments made to a number of agencies and facilities funded by the ministry, and provides detailed monitoring and forecasting of expenditures. Responsibilities include the provision of financial management and advisory services to ministry program managers and to ministry senior management.

The branch also receives, reviews and monitors submissions from individual transfer payment facilities (hospitals, ambulance services, home care, etc.) which include annual budget, quarterly and year-end statements. Computerized information systems relating to these are maintained.

#### General Classes or Types of Records

Transfer Payment Agencies - Budgets, Settlements,  
Statistics.

### Human Resources Branch

The Human Resources Branch works mainly in an advisory capacity with line managers who have primary responsibility for human resources management matters within their units.

The branch establishes ministry personnel policies and procedures, determines appropriate classification and compensation levels for all ministry employees, recruits staff, counsels employees, investigates employee grievances, coordinates the ministry's Youth Employment Program and promotes and facilitates the understanding and use of total quality management principles and methods in the Ministry of Health and in the provincial health care system. The branch also maintains employee records. Liaison is provided between the ministry, the Management Board Secretariat and the union/association representing Ministry of Health employees. The branch also coordinates human resources planning activities and functions as a staff development resource.

The branch has regional offices providing resources management services.

#### General Classes or Types of Records

Extended Health Care

#### Manuals

Occupational Health and Safety Manual

#### Personal Information Banks

##### Physicians' and Dentists' Contracts

Location: Human Resources Branch. Legal Authority: Order-in-Council 1654/79. Information Maintained: Name, contract category, contract period and salary, work location. Uses: Compile statistics; renew contracts. Users: Committee secretary and members, Professional Services Management Committee. Individuals in Bank: Physicians, psychiatrists and dentists employed by the ministry under contract by the Professional Services Management Committee. Retention and Disposal: Not determined.

### Supply and Financial Services Branch

The Supply and Financial Services Branch provides the financial recording and reporting standards, establishes the ministry's financial and accounting policies and provides financial information to management.

Health Insurance and Related Payments (Macdonald-Cartier Building, 3rd Floor, 49 Place d'Armes, Kingston K7L 5J3 613-548-6547) processes all revenues generated by ministry programs, operates payment systems encompassing professionals and clients for care provided under the Health Insurance Act, Ontario Drug Benefit Act, Independent Health Facilities Act, Assistive Devices Program (ADP), Northern Health Travel Grant, interprovincial Reciprocal Billing Agreements, Alternate Payment Program, Community Health Centres, Northern Diabetes Health Network, Health Services Organizations and Comprehensive Health Organizations (Health Innovative Fund).



Subrogation recoveries for the ministry are also administered from this office.

Corporate Financial Services (5700 Yonge Street, 10th Floor, North York M2M 4K5, 327-7972) provides a controllership function for all ministry organizational units. This function includes payments for suppliers' goods and services, expense account services, management of the ministry's Financial Information System, payments to hospitals and related facilities and payments to long-term care facilities and residential homes.

Supply and Services Section (99 Adesso Drive, Concord, ON L4K 3C7) provides the ministry with a wide range of supply and administrative services, including Purchasing Services (327-0777); Assets Management (327-7200); Forms, Reproduction and Stationery Services (327-8226); Ontario Government Pharmaceutical and Medical Supply Service (327-0837); Facilities Management Services (327-7200); Insurance and Parking Administration (327-7200); Mail and Messenger Services (5700 Yonge St) (327-8214); Records Management Services (327-7200); Library Services (5700 Yonge St) (327-8200); and the ministry reading room which allows public access to ministry publications, statutes, most manuals and internal procedures. The Contract Purchasing Administration Office assists senior managers with the development of all aspects of their contract requirements for consulting services and maintains records of vendors and contracts (327-0777).

The branch also provides a regional administrative and support services program in Kingston (613-548-6515) which provides a similar range of services to the Health Insurance Division head office program. Customer service inquiries regarding branch services should be directed to the Manager, General and Support Services (327-7200).

### General Classes or Types of Records

Annual Return of Hospitals, Facilities and Services  
Budgets, Licences and Settlements for Funded Agencies  
Federal Transfer Payments  
Fee Negotiations  
Health Facilities  
Homes for Special Care System  
Interprovincial Hospital Reciprocal Billing System  
Medical/Facility Claims - Adjudication, Payment Processing  
Microrecording Certificates and Documentation  
Northern Health Travel Grant - Applications, Payment Processing  
Nursing Home Electronic Funds Transfer System  
Ontario Drug Benefit Plan - Payment and Payment Systems  
Ontario Health Insurance Plan - Financial Aspects  
Out-of-Province Hospital/Physician Payment System  
Payment Verification System Reports

Pharmaceutical and Medical Supplies - Procurement, Control and Distribution Technology, Software and Telecommunications Vendors.

### Manuals

Accommodation Guidelines  
Facilities - Financial/Accounting Management  
Facilities - Guidelines on Financial and Accounting Matters  
Northern Health Travel Grant  
Ontario Drug Benefit Plan Guidelines  
Ontario Government Pharmaceutical and Medical Supply Services - Client Manual and Catalogue (contains products available).  
Registration Verification Systems Reports

### Personal Information Banks

#### Drug Benefit Plan - Payments

Location: Supply and Financial Services Branch. Legal Authority: Ontario Drug Benefit Act, R.S.O. 1990, c.O.10; Family Benefits Act, R.S.O. 1990, c.F.2; R.R.O. 1990, Reg. 366, s.25. Information Maintained: Name, address, age, amount paid, copies of drug benefit claims and invoices, dispensing date, dispensing physician's name and address, drug identification and quantity, invoice number, patient eligibility number, pharmacy number, prescription number. Uses: Provide record for payments; record and verify amount paid; correct errors. Users: Administrative and inspection staff in Finance and Accounting and Drug Programs branches. Individuals in Bank: Pharmacies and other suppliers, individuals receiving benefits under the Drug Benefit Program. Retention and Disposal: Invoices and claims microfilm retained 7 years, then destroyed; remittance advices on microfilm retained 3 years, then destroyed.

#### Health Care Payments - Payments Under Assistive Devices Program

Location: Supply and Financial Services Branch. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26. Information Maintained: Name, address, age, cheque registers, device purchased, invoice numbers, vendor names. Uses: Provide record of payment for devices purchased, leased, rented. Users: Administrative personnel in the Ministry of Health. Individuals in Bank: Vendors of Assistive Devices and program clients. Retention and Disposal: Invoices and claims paper - 7 years, then destroyed.

#### Homes for Special Care Residents - Master File

Location: Supply and Financial Services Branch. Legal Authority: Homes for Special Care Act, R.S.O. 1990, c.H.12; Health Insurance Act, R.S.O. 1990, c.H.6; Family Benefits Act, R.S.O. 1990, c.F.2. Information Maintained: Name, date of birth, eligibility for extended care and family benefits assistance, family benefits number, financial data, health registration number, home history, marital status,

public trustee number, resident number, sex. Uses: Identify residents in the program; determine maintenance payments; set up accounts receivable. Users: Branch administrative staff, staff of Mental Health Programs and Services, Ministry of Community and Social Services (Family Benefits Assistance Branch), and Office of the Public Trustee. Individuals in Bank: Residents in Homes for Special Care. Retention and Disposal: Seven years, then destroyed.

### Oxygen/Allergen Suppliers - Master File

Location: Supply and Financial Services Branch. Legal Authority: Ontario Drug Benefit Act, R.S.O. 1990, c.O.10; Family Benefits Act, R.S.O. 1990, c.F.2, R.R.O. 1990, Reg. 366, s.25. Information Maintained: Name, address, supplier account number, telephone number and emergency mailing codes. Uses: Allocate payment of claims; generate appropriate remittance advice. Users: Unit administrative staff, Drug Programs Branch staff. Individuals in Bank: Suppliers of oxygen therapy and allergen extract. Retention and Disposal: Not determined.

### Recoverable Bursaries

Location: Supply and Financial Services Branch. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26. Information Maintained: Name, address, agreements, correspondence, financial data, repayment details. Uses: Set up accounts receivable; recover bursary assistance. Users: Underserved Area Program staff, recoverables collection clerk. Individuals in Bank: Bursary recipients repaying awards. Retention and Disposal: Two years, then destroyed.

### Special Authorization Oxygen Catalogue

Location: Supply and Financial Services Branch. Legal Authority: Ontario Drug Benefit Act, R.S.O. 1990, c.O.10; Family Benefits Act, R.S.O. 1990, c.F.2, R.R.O. 1990, Reg. 366, s.25. Information Maintained: Special Authorization request for enrolment in Drug Benefit Program, doctor's name and address, eligibility number, patient's name, prescription details, supplier's name and address. Uses: Verify authorization for participation in Drug Benefit Program. Users: Unit administrative staff. Individuals in Bank: Participants in the Drug Benefit Program to receive oxygen therapy. Retention and Disposal: Six years, then destroyed.

### Subrogation Cost-Recovery Records

Location: Supply and Financial Services Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6, s.1, s.4(e), s.30 to s.36 and s.46(5). Information Maintained: Subrogation file number, accident information, age, claims history, employment history, health registration number, insured person's name, legal opinions, medical information, settlement information, sex, staff recommendations. Uses: Recovery costs for past and future insured services; answer inquiries. Users: Subrogation staff, authorized ministry officials, Legal Services Branch staff. Individuals in Bank:

Insured individuals injured as a result of negligence, wrongful act or omission of another person. Retention and Disposal: Seven years after case closed, then destroyed.

### Subrogation and Workers' Compensation Cost-Recovery Records

Location: Supply and Financial Services Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6, s.1(h), s.30 to s.36, s.46(5). Information Maintained: Name, Workers' Compensation Board coverage information, accident information, age, claims history, employment information, enrolment history, health number, legal opinions, medical information, settlement information, sex, staff recommendations, subrogation file number. Uses: Recover costs for past and future insured services; answer inquiries; provide statistics. Users: Subrogation staff, authorized ministry officials, Legal Services Branch staff. Individuals in Bank: Insured individuals injured by another person or in the course of their employment, other individuals involved in the accident. Retention and Disposal: Seven years after case closed, then destroyed.

## **Systems Development Branch**

Supporting the Ontario Ministry of Health in the management of the health care system, Systems Development Branch provides leadership in the strategic application of information technology to enable change; leads the development of information technology architectures and standards for the health care system; develops, monitors and continuously evaluates the ministry's information technology architectures and standards; educates clients on the potential for, and use of information technology; manages the ministry's information technology infrastructure; facilitates the use of health care system data; and manages the ministry's critical information systems.

## **Systems Support Branch**

Supporting the Ontario Ministry of Health in the management of the health care system, the Systems Support Branch provides leadership in the strategic application of information technology to enable change; leads the development of information technology architectures and standards for the health care system; develops, monitors and continuously evaluates the ministry's information technology architectures and standards; educates clients on the potential for, and use of information technology; manages the ministry's information technology infrastructure; facilitates the use of health care system data; and manages the ministry's critical information systems.



### Personal Information Banks

#### Tenders and Contracts

Location: Systems Support Branch. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26. Information Maintained: Name, address, contract if awarded, profile, ranking, rates, resume, selection criteria. Uses: Provide information on tendering for systems development and operations; maintain details on progress of tenders; ensure payment of funds; ensure adherence to the term of agreement; may be subject to provincial audit. Users: Information Systems Division's professional and administrative staff, ministry clients. Individuals in Bank: Vendors submitting proposals for contract services. Retention and Disposal: Six years, then destroyed.

### User Support Branch

Supporting the Ontario Ministry of Health in the management of the health care system, the User Support Branch provides leadership in the strategic application of information technology to enable change; leads the development of information technology architectures and standards for the health care system; develops, monitors and continuously evaluates the ministry's information technology architectures and standards; educates clients on the potential for, and use of information technology; manages the ministry's information technology infrastructure; facilitates the use of health care system data; and manages the ministry's critical information systems.

### Health Insurance and Related Programs

Health Insurance and Related Programs include the Provider Services Branch, Registration and Claims Branch, Health Card Project, Laboratory Services Branch and Drug Programs Branch, including the Health Network and Trillium Drug Plan.

Provider Services Branch is responsible for the development and evaluation of program policy relating to both the enrolment of Ontario residents for health insurance coverage and the payment of claims for insured services, the Northern Health Travel Grant, malpractice insurance reimbursements, and the administration of the Independent Health Facilities Act.

Registration and Claims Branch integrates eligibility policy and registration for health insurance coverage and consolidates management of registration and claims payment operations.

Laboratory Services Branch oversees public health laboratories throughout the province which perform tests for diagnosis, prevention and treatment of disease.

Drug Programs Branch is responsible for all matters relating to the drug programs within the ministry including the Ontario Drug Benefit Program (ODB). The Branch also provides secretariat functions to the Minister's advisory body, the Drug Quality and Therapeutics Committee (DQTC).

### Drug Programs Branch

The Drug Programs Branch's mandate is to provide leadership in achieving optimal pharmaceutical services for the protection and improvement of the health status of the residents of Ontario. The branch maintains close partnerships with industry, pharmacy and medicine, in order to better manage the drug programs for the residents of Ontario.

The branch is responsible for the delivery of Ontario's Drug Benefit (ODB) program, the Trillium Drug Program, the Special Drugs Program and the publication of the Ontario Drug Benefit Formulary/Comparative Drug Index (i.e., the Formulary/CDI). The ODB Formulary/CDI identifies drug products designated as benefits under the program as well as those brands of drugs that are considered to be interchangeable, and serves as a prescribing and reimbursement guide for doctors and pharmacists. When ordered by an Ontario-authorized prescriber and dispensed in Ontario, drugs listed in the ODB Formulary/CDI are available to ODB-eligible recipients. Products listed in the ODB Formulary/CDI are reviewed on a continuous cycle with supplements adding or changing benefits as required. The Ontario Drug Benefit Act and the Prescription Drug Cost Regulation Act provide the legislative framework under which the program is administered.

The branch processes, monitors and audits claims from all ODB providers and acts in an advisory capacity for matters related to ODB claims payment.

The Drug Programs Branch advises the Ministry of Health, other provincial ministries, institutions, professional organizations, the pharmaceutical industry and the general public on matters relating to the Ontario Drug Benefit program, including drug evaluations, improving the quality of pharmaceuticals in nursing homes, homes for the aged, hospitals and government institutions.

The branch also provides secretariat functions to the Minister's advisory body, the Drug Quality and Therapeutics Committee (DQTC). The DQTC is an independent advisory body to the Minister of Health

comprised of experts in medicine, pharmacy and other disciplines. The DQTC makes recommendations relating to pharmaceutical and pharmacological matters, evaluates requests for unlisted drug products under the Section 8 mechanism, evaluates scientific/educational material for health professionals and facilitates communication between the ministry and professional organizations.

The branch is divided into several sections to help carry out its responsibilities. For example, the Policy Unit section of the branch is responsible for the policy planning and development functions of the branch. It is the Ontario Drug Programs Project which is responsible for the implementation of the Health Network, linking nearly 2500 Ontario pharmacies with the ODB program to process ODB drug claims and perform drug use review.

The Pharmaceutical Services Co-ordination section of the branch provides liaison services relating to the pharmaceutical industry, pharmacists and pharmaceutical care, professional organizations, other government agencies as well as physician liaison services relating to prescribing guidelines.

The Drug Programs Management section of the branch is responsible for the quality assessment of drugs to be listed, or already listed, in the ODB Formulary/CDI through laboratory and technical evaluation of submissions from pharmaceutical manufacturers. This section provides scientific advice, liaison and support to the Drug Quality and Therapeutics Committee. As well, this section is involved in appropriate distribution of unlisted drug products required in exceptional circumstances.

The branch also has an administrative group which coordinates the branch's administrative and financial services, briefings and communications activities.

### Personal Information Banks

#### Drug Benefit Plan - Eligibility

Location: Drug Programs Branch. Legal Authority: Ontario Drug Benefit Act, R.S.O. 1990, c.O.10; O. Reg. 868, s.2.

Information Maintained: Name, mailing address. Uses: Validate drug claims submitted for reimbursement by pharmacies. Users: Drug Programs Branch staff, Finance and Accounting Branch staff and Insurance Systems Branch staff. Individuals in Bank: Recipients approved by the Ministry of Health and Ministry of Community and Social Services. Retention and Disposal: Permanent.

#### Drug Benefit Program - Non-Formulary Benefits

Location: Drug Programs Branch. Legal Authority: Ontario Drug Benefit Act, R.S.O. 1990, c.O.10; O. Reg. 868, s.8(1). Information Maintained: Name, dispensing pharmacy, drug prescribed by physician, eligibility number, physician name. Uses: Authorize payment of drugs not listed in the Drug

Benefit Formulary. Users: Program staff. Individuals in Bank: Individuals receiving Non-Formulary Benefits. Retention and Disposal: Seven years, then destroyed.

### Laboratory Services Branch

The Laboratory Services Branch has public health laboratories throughout the province which perform tests to assist in diagnosis, prevention and treatment of disease.

A wide range of specialized diagnostic and reference procedures are performed on patient specimens in the laboratory specialties of bacteriology including mycobacteriology (e.g., tuberculosis), mycology (e.g.,

fungus), parasitology (e.g., cryptosporidium), virology (e.g., influenza), serology (e.g., detection of an immune response) and chemistry (e.g., thyroid function). These services are designed to protect the general public by assisting physicians, hospitals and private laboratories, as well as regional health units, other ministries and affiliated departments within the Ministry of Health in the identification, treatment and prevention of disease.

In the specialty of environmental bacteriology, tests are conducted on drinking water, bathing beach and swimming pool water, as well as milk and food samples. Additional testing is also provided to assess the cleanliness of eating establishments, licensed premises and hospitals. These services assist public health programs as well as the Ministry of Agriculture, Food and Rural Affairs, the Ministry of Environment and Energy, the Ministry of Community and Social Services, and other ministries.

The Laboratory Licensing and Inspection Service licenses and inspects medical laboratories to ensure development and maintenance of high standards of medical laboratory services and to encourage the most economical use of available resources. Private, public health and hospital laboratories are inspected, as necessary, and facts on all aspects of laboratory operations are gathered. The service also licenses and inspects specimen collection centres.

The Drug Testing Laboratory carries out drug analyses activities to ensure the integrity of quality, efficiency and interchangeability for drugs listed in the Drug Benefit Formulary/Comparative Drug Index.

### General Classes or Types of Records

Laboratory Licensing and Inspection  
Laboratory Reports on Daily and Related Products  
Laboratory Reports on Tested Pharmaceutical Products  
Laboratory and Tuberculosis Sensitivity Reports  
Monthly Reports of Laboratory Work



**Manuals**

Drug Sampling Procedure

Guide to the Collection and Submission of Specimens

Laboratory Safety

Procedures (biochemistry, clinical bacteriology, environmental bacteriology, mycobacteriology, mycology, parasitology, serology, virology)

**Personal Information Banks**Laboratory Specimen-Data Sheets

Location: Laboratory Services Branch. Legal Authority: Health Protection and Promotion Act 1983, R.S.O. 1990, c.H. 7. Information Maintained: Test results and analyses. Uses: Provide a record of laboratory tests; compile statistics. Users: Branch and ministry administrative staff (statistical data only), physicians (treatment of patients) and private citizens (quality of drinking water only). Individuals in Bank: Medical patients, private citizens and public health agencies. Retention and Disposal: Water quality records - 3 months, then destroyed other records - 2 years, then destroyed.

Laboratory and Inspection

Location: Laboratory Services Branch. Legal Authority: Laboratory and Specimen Collection Centre Licensing Act, R.I. 1990, c.L.1.; O.R. 683. Information Maintained: Owners and employees of laboratories and specimen collection centres. Uses: Ensure that employees are qualified in accordance with Act and regulations. Users: LLIS staff, Health and Human Resources Planning staff, Ontario Medical Association (LPTP). Individuals in Bank: Owners and staff of licensed laboratories and specimen collection centres. Retention and Disposal: Ten years, then destroyed.

Licensing - Specimen Collection Centres, Hospital and Private Laboratories

Location: Laboratory Services Branch. Legal Authority: Laboratory and Specimen Collection Centre Licensing Act, R.S.O. 1990, c.L.1. Information Maintained: Rationale for refused or cancelled licence. Uses: Maintain record of licensing history (renewal, cancellation, refusal, inspections, action taken by the licensee and the ministry); control, management and statistical purposes. Users: LLIS staff, Legal Services Branch staff, Laboratory Review Board. Individuals in Bank: Applicants for laboratory licences, owners and operators of licensed laboratories and specimen collection centres, staff of laboratories and specimen collection centres. Retention and Disposal: Thirteen years, then destroyed; select refused applications to archives.

Specifications and Master Formulations for Pharmaceutical Companies

Location: Laboratory Services Branch. Legal Authority: Prescription Drug Cost Regulation Act. Information Maintained: Prescription drug formulations, evaluation of

prescription. Uses: For evaluating drugs. Users: Administrative staff of Drug Programs Branch, drug testing laboratory staff. Individuals in Bank: Officers of pharmaceutical companies. Retention and Disposal: Ten years, then destroyed.

**Provider Services Branch**

Provider Services Branch also includes Alternative Funding Unit and the Client Services Unit. The Provider Services Branch establishes policies and manages fee-for-service payments to physicians, practitioners and private medical laboratories. The branch assesses payment patterns, researches policy changes and provides ongoing management information. The branch implements payment policies and rules, and monitors and assesses claims submitted to the ministry. In addition, the branch sets policy and manages the out-of-province and out-of-country payment program. The branch liaises with professional organizations and licensing bodies for the following groups: physicians, laboratories, dentists, osteopaths, chiropractors, optometrists and physiotherapists; and maintains a registry of all providers who bill the Ministry of Health for health services.

Complaints with respect to provider billings or practices may be directed to this branch. Inquiries regarding payment of claims should be made with the district offices, part of the Registration and Claims Branch entry.

**General Classes or Types of Records**

Insured Services Fee Schedules  
Medical/Facility Claims - Adjudication, Payment Policy  
Ontario Health Insurance Plan - Policy, Authorizations, Thresholds, Reallocation

**Manuals**

Health Insurance Bulletins (practitioners)  
Out-of-Country Claims Policy  
Practitioner Claims - Payment Policy.

**Personal Information Banks**

Correspondence/Files - Insured Persons and General Public  
Location: Provider Services Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H. 6; Independent Health Facilities Act, R.S.O. 1990, c.I.3, s.3, 5, 6, 9, 18, 36. Information Maintained: Name, Medical Eligibility Committee/Health Service Appeal Board decisions, address, court orders, decisions and recommendations, enrolment, financial and medical information, health number, inquiries, legal opinions, subpoenas, physicians/practitioners/IH Facility registration number, professional qualifications, review committee's referral information and decisions staff decisions and recommendations, telephone number, third party representation. Uses: Determine eligibility for enrolment for Ontario health coverage; assess claims;

provide background data for the development of Ministry of Health program policy; compile statistics. Users: Provider Services Branch, Registration and Claims Branch, authorized ministry officials, Legal Services Branch staff, Health Service Appeal Board, other specifically authorized agencies. Individuals in Bank: Health insurance subscribers, members of the general public inquiring about enrolment, claims or grants. Retention and Disposal: One to 10 years, then destroyed.

#### Correspondence/Files - Physicians/Practitioners/Facility Operators

Location: Provider Services Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6; Independent Health Facilities Act, R.S.O. 1990, c.I.3, s.3, 5, 6, 9, 18, 36. Information Maintained: Name, Independent Health Facilities licence information, address, court orders, decisions of the Health Services Appeal Board/Health Facilities Appeal Board, fees claimed and paid for insured services and facilities, financial and billing information, inquiries, legal opinions, licensing information, medical and enrolment information, physicians/practitioners/IH Facility registration number, professional qualifications, review committee's referral information and decisions, staff decisions and recommendations, subpoenas, telephone number, third party representation. Uses: Respond to inquiries about registration, physician, practitioner and facility operators' billing; assess entitlement to insurance registration and licensing; determine whether or not to make referrals to the review committee or other specifically authorized agencies; compile statistics; provide information as required. Users: Provider Services Branch, Registration and Claims Branch, authorized ministry officials, Legal Services Branch staff, Health Service Appeal Board, other specifically authorized agencies. Individuals in Bank: Physicians/practitioners registering or making claims for payment, independent facility operators or whose practices are under review by the Ministry of Health. Retention and Disposal: Ten years, then destroyed.

#### Illegal Charges

Location: Provider Services Branch. Legal Authority: Health Care Accessibility Act, R.S.O. 1990, c.H.3. Information Maintained: Name, address, amount paid to the practitioner, amount reimbursed by OHIP, claim number, claim type, claims history, copies of practitioner's remittance advice, date of birth, date of service, practitioner's name, proof of payment to the practitioner, registration number of person seeking declaration under this Act, relevant correspondence, sex, telephone number. Uses: Investigate and process requests for reimbursements of extra-billing payments to practitioners; provide statistics; respond to inquiries. Users: Staff of Provider Services, Ministry of Health Legal Branch. Individuals in Bank: Residents of Ontario and practitioners. Retention and Disposal: Not determined.

#### Independent Health Facilities Agency System

Location: Provider Services Branch. Legal Authority: Independent Health Facilities Act, R.S.O. 1990, c.I.3. Information Maintained: Facility name, maximum allowable consideration value, accreditation date and organization, address, administrator, affiliate relationship; licence number, billing registration number, citizenship status, claims/service encounter data processing rules, corporate information, District Health Council Region; facility operator/owner name, licensed categories, licensed services, management firm, mobile site addresses, partners name and address, partnership interest, physician, quality advisor, registration number, registration with X-Ray Inspection Services or Atomic Energy Commission, site and mailing addresses. Uses: Record, maintain, update and inquire on data for licensed Independent Health Facilities in Ontario; control payment of licensed services only; collect service encounter data; compile statistics and produce profile reports on IHFs. Users: Provider Services Branch, Registration and Claims Branch. Individuals in Bank: Licensed IHF facility owners/operators. Retention and Disposal: Fifty years, then destroyed.

#### Independent Health Facilities

Location: Provider Services Branch. Legal Authority: Independent Health Facilities Act, R.S.O. 1990, c.I.3. Information Maintained: Facility name, address, business experience; applications for licence, conditions of licence for each facility, corporate information, expansion; method of payment, facility monitoring system, inspection data and reports, organization charts, position description, provider qualification; facility owner/operator name, provider registration numbers, providers, quality assurance data and reports, registration number, relocation site plans, transfer, types of services. Uses: Monitor, determine eligibility, records and generate payment; determine recoverable amounts; investigate allegations of fraud, inspect, assess quality assurance; compile statistics and make reports. Users: Staff of Provider Services Branch, Information Systems Division, and Finance and Accounting, Legal Services Branch staff, authorized ministry officials, Health Services Appeal Board, Health Facilities Appeal Board, College of Physicians and Surgeons of Ontario and District Health Councils. Individuals in Bank: Facility owners/operators, physicians and other persons who are involved in the provision of services in the independent health facility. Retention and Disposal: Not determined.

#### Malpractice Insurance Premium Reimbursement/Liability Protection Coverage Reimbursement

Location: Provider Services Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6, s.2. Information Maintained: Canadian Medical Protective Association class category, OHIP registration number, licence number, telephone number, Canadian Medical Protective Association acknowledgement or equivalent, Doctor's/chiropractor's



name, address, specialty code, title. Uses: Program and Information no longer actively maintained by the Ministry of Health; respond to inquiries. Users: Staff of Provider Services Branch, Finance and Accounting Branch, Ministry of Treasury and Economics, Ministry of Government Services, Payments Branch, Legal Services Branch and Information Systems Branch. Individuals in Bank: Doctors/chiropractors applying for Malpractice Insurance Premium Reimbursement or Liability Protection Coverage Reimbursement. Retention and Disposal: Seven years, then destroyed.

#### Out-of-Country Authorizations

Location: Provider Services Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6, O.Reg. 31/92.

Information Maintained: Name, address, approved rates and length of stay, birth date, date approved, diagnostic codes, fee schedule codes, health number, length of waiting period, practitioner's address and telephone number, practitioner's name, provider facility name and address, provider facility number, sex, telephone number, treatment information and availability. Uses: To record applications for prior approval/denial for payment of out of country medical and hospital services; provide case information to Registration and Claims Branch for the payment of approved out-of-country claims; provide case information for Health Services Appeal Board; respond to inquiries. Users: Provider Services Branch, Registration and Claims Branch. Individuals in Bank: Persons requesting prior approval for medical procedures performed outside of Canada. Retention and Disposal: Not determined.

#### Practitioner Registry

Location: Provider Services Branch. Legal Authority: Health Insurance Act, R.S.O. 190, c.H.6, s.15 to s.18. Information Maintained: Name, address, billing agent, billing information including option status, fee payment information, hospitals where physician/practitioner has privileges, names of group members, physician registration number, practitioner's OHIP registration numbers, professional qualification, sex, source-document numbers, specialty and licensing information with effective dates, submission, telephone number of provider or provider group, university name. Uses: Confirm entitlement; determine manner in which fees are to be paid; generate mailing information; monitor practitioners' billings; identify practitioners for payment recovery purposes; produce lists of practitioners, registered physicians and hospitals; respond to inquiries; provide statistics. Users: Provider Services Branch, Registration and Claims Branch, authorized ministry officials, Legal Services Branch, Drug Programs Branch, Finance and Accounting Branch and Information Systems Division. Individuals in Bank: Practitioners in Ontario and some from outside Ontario applying for OHIP registration. Retention and Disposal: Fifty years, then destroyed.

### Alternative Funding Unit

The Alternative Funding Unit has been established to focus on new and emerging methods of alternative funding for both providers and programs in the delivery of health care.

The unit administers the Independent Health Facilities Act. This includes licensing, inspection and assessment provisions; technical advice on funding issues; distribution of IHF Schedule Facility Fees Schedule; and negotiation of funding arrangements.

### Client Services Unit

The Client Services Unit prepares written responses to health insurance correspondence directed to the Minister of Health, senior ministry officials and Provider Services Branch.

### Registration and Claims Branch

The Registration and Claims Branch, Ministry of Health, consists of three head office units: (1) Registration Planning and Verification, (2) Operational Services, (3) Strategic Planning and Corporate Services. The branch also includes a regionalized network of claims processing and customer services offices.

The Registration and Claims Branch is responsible for the registration of all eligible residents in the Registered Persons Database (RPDB) and for the maintenance and integrity of the database.

The Registration Planning and Verification unit has within its purview legislation, policy and procedures relating to the eligibility and registration of residents in Ontario, and verification and monitoring programs to confirm the eligibility of persons registered for Ontario health coverage, and verifying the accuracy of RPDB.

Operational Services provides business analysis, systems change control, access control, acceptance testing, production support, operational functions and Help Desk to facilitate payment of drug claims to fee-for-service providers. The Health Card Validation Project is part of this unit.

Strategic Planning and Corporate Services manages planning, financial services, training, administration, accommodation and security with execution being decentralized through functional links to all offices.

The regional component of the branch delivers health insurance programs through a network of process and operation sites. The offices register Ontario residents for insured health services, provide access to government-funded health care services, process medical

claims for payment to fee-for-service providers, manage the fee-for-service transfer payment and disseminate information to the public and providers.

### Personal Information Banks

#### Correspondence/Files - Physicians and Practitioners/Facility Operators,

Location: Registration and Claims Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6;. Information Maintained: Name, Health Services/Health Facilities Appeal Boards and courts decisions, address, court orders, fees claimed and paid for insured services and facilities, financial and billing information, independent health facility licence information, inquiries, legal opinions, licensing information, medical and enrolment information, physicians/practitioner/Health Facility registration number, professional qualifications, review committee's referral information and decisions, staff decisions and recommendations, subpoenas, telephone number, third party representation. Uses: Determine eligibility for enrolment for Ontario health coverage; assess claims; provide background data for the development of Ministry of Health program policy; compile statistics. Users: Registration and Claims Branch, Provider Services Branch, authorized ministry officials, Legal Services Branch staff, Health Services Appeal Board, other specifically authorized agencies. Individuals in Bank: Health Insurance subscribers, members of the general public inquiring about enrolment, claims or Northern Health Travel grants, Corporate Services, Investigation Unit. Retention and Disposal: One to ten years, then destroyed.

#### Health Insurance Enrolment (Registered Persons Database)

Location: Registration and Claims Branch. Legal Authority: Ministry of Health Act, R.S.O. c.M.26, s.6 (1) (2); Health Insurance Act, R.S.O., c.H. 6,s.4(2) (b) (f), s.10,s.11(1); O.Reg. 689/86; Ontario Drug Benefit Act, R.S.O. 1990, c.O.10,s.2. Information Maintained: Name style preferred on health card, surname, first and middle names of people whose coverage is recorded, health number, mailing and residence address, date of birth, sex, language preference (French or English), citizenship status, residency and immigration information, previous OHIP number, Ontario Senior Citizen Privilege Card number, microfilm numbers of original documents, temporary absence information, date of enrolment. Uses: Determine eligibility for health coverage; assign health numbers; respond to enrolment inquiries; monitor program and system performance; provide statistics; investigate allegations of fraud; respond to court orders and subpoenas; determine eligibility for enrolment or continued enrolment. Users: Staff of Registration and Claims Branch, Provider Services Branch, Drug Programs Branch, Assistive Devices Branch, Institutional Health Division, Finance and Accounting Branch, Emergency Health Services, Information Systems Division, ministry officials, Legal Services Branch, Community Health Division,

Investigations Unit, Corporate Services, Health Services Appeal Board and other specifically authorized agencies. Individuals in Bank: All persons who have applied for health insurance coverage, whether they qualify or not. Retention and Disposal: Seven years, then destroyed.

#### Medical Claims Reference File (CREF)

Location: Registration and Claims Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6, s 18. Information Maintained: Health number, patient's surname and given names, date of birth, sex, insured service history, fees, reasons for adjustments, practitioner's OHIP registration number, referring physicians's OHIP registration number, hospital number and admission date, claims under, practitioner's name, address and option status, payee's address, other medical information. Uses: Assess and pay claims and alternate payments; confirm claims for payment or subrogated recovery; monitor physician's/practitioner's billings, generate claims verification letters; provide statistics and analysis; identify abnormal service patterns; investigate allegations of fraud. Users: Staff of Provider Services Branch, Registration and Claims Branch, Information Systems Division, Finance and Accounting Branch, Legal Services Branch and Community health Programs Branch, Medical Review Committee, Ministry officials, Ontario Medical Association Tariff Committee, Investigations Unit, Corporate Services, Health Services Appeal Board and other specifically authorized agencies. Individuals in Bank: Persons claiming payment for the insured services of physicians, chiropractors, osteopaths, dentists, optometrists, podiatrists, physiotherapists and laboratories who bill on a fee-for-service basis, providers of such services (physicians, etc.). Retention and Disposal: Seven years, then destroyed.

### Registration Enhancement Project

The Registration Enhancement Project, comprised of the Analysis Unit, Verification Unit and the Planning and Design (Policy) Unit, is responsible for the management of the ministry's Health Number Registered Data Base. The branch undertakes activities to secure registration data and maximize efficiencies adherent in the ministry's one-number approach to insured services.

#### Common Records

Board of Governors Membership  
Day Care Registrants  
Employee Personnel, Payroll and Benefits Records

### Health Strategies Group

The Health Strategies Group develops strategic policies and plans to support an emphasis on the determinants of health and to support the realization of the province's health goals



by leading and supporting health system realignment; acting as a catalyst for new strategic policy development and implementation; being the local point for policy and planning, health human resources and provider negotiations, research and health economics; bringing together levers for system change, training and education, health profession regulation and legislation; working in a wide variety of partnerships with health systems stakeholders, consumers and providers; and monitoring and evaluating progress on health status indicators.

The group is responsible for policy and program development, regulation of health professions, health human resource policy planning, negotiations with health care professionals, research, health economic policy, intergovernmental relations, information resources and northern program and planning.

### Personal Information Banks

#### Fellowship Applications

Location: Health Strategies Group. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.10.

Information Maintained: Name, address, assessments, contract, education, employment history, record of payments, social insurance number. Uses: Decide eligibility and merit for a fellowship award. Users: Branch administrative staff, staff of the ministry's central accounting section. Individuals in Bank: Applicants. Retention and Disposal: Eight years, then destroyed.

#### Physicians - Immigration Application Files

Location: Health Strategies Group. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.6(2)(b); Federal-Provincial Agreement. Information Maintained: Name and address of training institution, Permanent Positions - Name, College of Physicians and Surgeons licence number, address, amount and source of funding, citizenship, country of birth, date of birth, education, employment history, marital status, sex, Royal College speciality certification, position, job duties, starting date, Licentiate Medical Council of Canada document (for non-academic position), Search for Canadian documentation, local and provincial needs statement, impact analysis, letters of support and reference, commitment letter. Temporary Position - as above, plus: level of training, job duties/postgrad training info, period for training, new/renewal. Uses: Decide eligibility for permanent landed immigrant status or temporary employment visas; ensure applicants follow criteria for continuing post-graduate status; provide background information, statistics. Users: Research Unit Staff, Program Peer-Review Committees. Individuals in Bank: Foreign post-graduate medical students applying for medical training or for landed immigrant status. Retention and Disposal: The files are sent to Central Records every year.

#### Research Applications - Project Grants and Personnel Awards

Location: Health Strategies Group. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.10.

Information Maintained: Name, Applicant's name, assessments, education, employment history, record of payments, supervisor's name, education and employment. Uses: Decide eligibility and merit for grants and awards; make recommendations for awards. Users: Research Unit staff, Program Peer-Review Committees. Individuals in Bank: Applicants and supervisors. Retention and Disposal: Six years, then destroyed.

### Health Human Resources Planning Division

The Health Human Resources Planning Division is responsible for the development of policy and for health human resources planning to achieve the most effective, flexible and cost-efficient use of health human resources in Ontario. The division includes the the Alternate Payments Program, French Language Health Services, Health Boards Secretariat, Health Human Resources Policy Unit, Professional Relations Branch and Public Appointments Unit.

#### Alternate Payment Program

The Alternate Payment Program (APP) provides for the remuneration of physician by means other than fee-for-service. Originally alternate payments were established to address limitations within the OHIP Schedule of Benefits. More recently, the ministry views alternative funding/payment plans as a viable means of: managing and focusing physician service delivery and funding; improving access to and distribution of physicians; promoting practice change and accountability; and supporting system harmonization (hospital restructuring and partnerships with health service agencies).

Physician remuneration within APP arrangements include salaries global budgets, sessional or hourly rates.

Approximately 10% (2,000) of the province's physicians receive all or part of their income through alternate payment arrangements.

#### French Language Health Services

The French Language Health Services office coordinates and monitors the provision of French Language Services within the Ministry of Health, transfer payment agencies identified to provide services in French, and a number of agencies, boards and commissions located in/or serving designated areas.

## **Health Boards Secretariat**

The Health Board Secretariat (HBS) provides corporate administrative, financial and case management services, and policy analysis and support to eight quasi-judicial, province-wide appeal and review tribunals, established under a variety of statutes, and financial reimbursement services to Order-in-Council (OIC) appointees to 39 health-related agencies, boards and commissions (ABCs).

The Health Professions Board, under the Regulated Health Professions Act, and 21 professions - specific Acts, hears appeals and reviews decisions made by the self-governing regulatory agencies of 24 regulated health professions, including nurses, physicians, midwives, dentists, pharmacists, occupational therapists and dental hygienists, and veterinarians, under the Veterinarians Act, with respect to registration of practitioners and complaints made against members.

(Note: Supersedes Health Disciplines Board).

The Health Services Appeal Board hears appeals of decisions made by the General Manager of OHIP concerning practitioners' billing practices, payment of subscribers' claims and requests for enrolment or continued enrolment under the authority of the Health Insurance Act, R.S.O. 1990, c.H.6, s.8; reviews amounts payable to physicians and facilities under the authority of the Health Care Accessibility Act, R.S.O. 1990, c.H.3, s.5; the Independent Health Facilities Act under the authority of the Long-Term Care Statute Law Amendment Act, R.S.O. 1993; and reviews placement coordinators' determinations for eligibility for admission to long-term care facilities.

The Health Facilities Appeal Board holds hearings under the Ambulance Act, the Private Hospitals Act, the Health Facilities Special Orders Act, the Healing Arts Radiation Protection Act and the Independent Health Facilities Act.

The Nursing Homes Review Board holds hearings when, under the Nursing Homes Act, the director proposes to issue, review, revoke or refuse a licence, or when the licensee is dissatisfied with the terms and conditions imposed. It also holds a hearing where, under the Health Facilities Special Orders Act, the Minister suspends a nursing home licence or requires a nursing home licensee to suspend activity.

The Health Protection Appeal Board holds hearings regarding orders of medical officers of health and public health inspectors under the Health Protection and Promotion Act and the Immunization of School Pupils Act.

The Hospital Appeal Board hears appeals of decisions made by hospital boards concerning the appointment and

affiliation privileges of medical staff under the Public Hospitals Act.

The Laboratory Review Board holds hearings when the director of Laboratory Licensing proposes to refuse, revoke or impose terms of conditions on a licence or when a licensee is dissatisfied with the terms of conditions imposed. It also holds hearings when, under the Health Facilities Special Orders Act, the Minister suspends a laboratory license or requires a laboratory licensee to suspend activity.

## **General Classes or Types of Records**

District Health Councils - Area Planning Coordinators  
Health Disciplines Coordination  
Health Professions - Requests for Regulation Amendments  
Health Professions Legislation Review - Submissions,  
General Correspondence  
Manpower Committee Files (health disciplines)

## **Manuals**

District Health Councils - Administration

## **Health Human Resources Policy Unit**

The core business of the Health Human Resources Policy Unit (HHRPU) is to develop health human resources policy, including labour adjustment, which will lead planning for the correct number, mix and distribution of health care providers for the province.

## **Professional Relations Branch**

The Professional Relations Branch maintains liaison between all Ontario health professions and the Ministry of Health, other ministries and relevant consumer and community organizations. It is operationally responsible for all ministry activities in support of the Regulated Health Professions Act, 1991 (RHPA), and 21 individual professional Acts which were proclaimed December 31, 1993. The branch is responsible for the health disciplines coordination function, including review of all regulations proposed by regulatory colleges, to ensure compliance with government policy. It also provides policy analysis of requests for referral of issues to the independent Health Professions Regulatory Advisory Council. It responds to requests for information from the public, practitioners and other jurisdictions about health professions and the regulatory regime. The branch provides the lead for the ministry's "corporate policy framework" for deliberations and decisions which have, or have the potential to have, ramifications for health professions, the services professionals provide and the payment for those services. The branch administers an operational grant to the College of Midwives of Ontario.

## **General Classes or Types of Records**

Professional Governing Bodies



## Public Appointments Unit

The unit is responsible for administering the Ministry of Health's public appointments process in an open and fair manner, as well as ensuring that the membership of health-related agencies, boards and commissions, reflects the diversity of Ontario's population. The office serves as a focal point for ongoing communication with Ministry of Health program areas, health-related agencies, boards and commissions, potential and current public appointees and the Public Appointments Secretariat in the Premier's Office.

## Health Policy Branch

The Health Policy Branch in the Health Strategies Group develops strategic health planning and policy directions to further the provincial government's agenda. The branch ensures that coordinated, effective and balanced provincial government policy responses are made to emerging health care needs in Ontario. The branch consists of the Health Strategies Office, the Corporate Policy Secretariat, the Legislative Policy Unit, the Women's Health Bureau and the Aboriginal Health Office, providing strategic policy advice on health- service reforms like cancer, rehabilitation, primary care, federal/provincial issues, managing internal policy processes and managing activities in the development of new legislation.

### General Classes or Types of Records

Analysis of Alternate Payment Arrangements - OHIP  
Cabinet Committee on Social Policy - Meetings  
Health Systems Reviews  
Medical Consents - Proposed Legislation

### Manuals

Corporate Policy and Procedures

## Aboriginal Health Office

The Aboriginal Health Office promotes and supports structural change within the ministry to improve the province's ability to meet aboriginal people's health needs and priorities. The Aboriginal Health Office's objectives include policy development and analysis, improving equity and access to programs and services, education and increasing awareness status and offering a contact point for the aboriginal community. The Native Policy Studies Fund is also administered by the office.

## Corporate Policy Secretariat

The Corporate Policy Secretariat is responsible for planning and coordinating activities which support policy development in the Ministry of Health. The unit provides support to the corporate committees of ministry senior management. The secretariat prepares and presents briefing materials for the Minister and senior management on specific health issues. It conducts health impacts analysis on

policy proposals from other ministries across government to ensure consistency with health initiatives, and to identify all potential impacts on the ministry. The secretariat also conducts environmental scanning on health-related topics. The secretariat coordinates responses to inquiries from Cabinet Office, the Office of the Ombudsman and the Coroner, and organizes health related visits from foreign delegations to the ministry.

## Health Research and Development Grants Program

The Health Research and Development Grants Program provides financial support, through grants to projects and units, for research evaluating aspects of the delivery of health care, and, through fellowship and Career Scientist Awards, for training new clinical and community health researchers. Applications for grants may be submitted by non-profit, health-related agencies in Ontario, including universities.

### General Classes or Types of Records

Applications  
Awards and Grants - Administration  
Health Care Systems Research Grants - Register  
Health Care Systems Research Review Committee - Minutes  
Health Research Personnel Committee - Minutes  
Health Research Personnel Awards - Register  
Health Research and Development Grants - Application Information  
Health System-Linked Research Units Grants - Register  
Health System-Linked Research Units Grants Review Committee - Minutes  
List of External Appraisers of Research Applications  
Progress Reports  
Research Grants Review Committees - Lists  
Research Grants Review Committees - Procedures

### Personal Information Banks

Incentive Programs - Dentists, Physicians, Physiotherapists, Occupational Therapists, Speech Pathologists/Audiologists, Chiropodists

Location: Health Research and Development Grants Program. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26; Reg. 658, Part II (Medical); Reg. 658, Part VI to Part IX, as amended (Medical Specialists); Reg. 658, Part II (Dental); Reg. 658, Part X, as amended (Physiotherapists/Occupational Therapists/Speech Pathologists/Audiologists); Reg. 658, Part IV, as amended (Chiropodists). Information Maintained: Name, address, education, references. Uses: Evaluate eligibility for and support incentive awards to dentists, dental specialists (periodontists only), physicians, medical specialists, physiotherapists, occupational therapists, speech pathologists, audiologists and chiropodists, to practise in designated underserved areas. Users: Program consultants

and administrative staff. Individuals in Bank: Applicants. Retention and Disposal: Ten years, then transferred to archives.

### Health Strategies Office

The Health Strategies Office plays a key role in the Health Strategies Group in leading and managing change. It is responsible for broad strategic policy development, analysis and implementation; across-ministry integration of strategic priorities; and intergovernmental affairs activities.

### Legislation Policy Unit

The Legislation Policy Unit provides support and project management assistance to the corporate structure of the ministry in relation to the development, coordination and implementation of legislation. It is also responsible for ensuring that the ministry's legislative initiatives are in keeping with overall government policy and direction.

### Multicultural Health Unit

The role of this unit is to develop and coordinate the implementation of the ministry's Anti-Racism Strategy and to advise the ministry on the health needs of ethnoracial populations. This involves facilitating ethnoracial community participation in health reform and developing services and programs that are responsive to the needs of the racially, linguistically and culturally diverse population of Ontario. This office acts as a ministry contact for anti-racism advocates and ethnoracial community groups.

### Women's Health Bureau

The bureau was formed in 1987 by the Ministry of Health to give concrete acknowledgment to the unique needs of women as health care consumers. The bureau directly develops policy on women's health, e.g.; midwifery, cancer and hysterectomy. It provides advice to senior management and influences policy development in the health care system where women's needs require specific consideration. It coordinates policy planning, facilitates and monitors the implementation of new policies and programs, and supports the legal branch on women's health issues. The bureau also provides support and expertise to program areas in the Ministry of Health in their review or development of existing or planned services relating to women's health; for example, District Health Council plans, hospital restructuring; and to specific health care system partners; for example, Hospitals and Community Health Centres, the Ontario Medical Association and the Ontario Hospital Association.

### Health Research Unit

The Health Research Unit provides program planning, policy development and administration for the ministry's Research Allocation, to ensure effective research support for corporate concerns. Through open, competitive grants programs for projects, research units and research personnel, financial support is provided for evaluative research in the organizational and delivery of health services in Ontario, and the training and development of new researchers.

Applications for grants may be submitted by universities and non-profit, health-related agencies in Ontario. The unit also provides annual contributions to the clinical and applied research programs of the Addiction Research Foundation, the Ontario Cancer Treatment and Research Foundation and the Ontario Mental Health Foundation, and to the health services research programs of the Centre for Health Economics and Policy Analysis, and the Institute for Clinical Evaluative Sciences in Ontario.

### Information Planning and Evaluation Branch

Information Planning and Evaluation Branch coordinates and supports health planning for the ministry. The branch receives advice from District Health Councils on local health planning issues. District Health Councils are appointed by an Order-in-Council to advise the Minister on local planning issues. The members of council are volunteers representing consumers, health care providers and local government. The branch also develops and analyses information about health care resources, services, utilization and statistics related to hospitals, medical and health care institutions.

#### Common Records

Board of Governors Membership

#### General Classes or Types of Records

Action Centres - Conference Reports on District Health Councils Health Statistics

Labour, Material and Supervision (LMS) studies.

Ontario Health Survey

Ontario Medical Association (OMA) - Retrospective Study on Fee Schedules.

Physicians - Statistical Information.

Projects (health-related information requests, health care delivery systems, computer and general systems, health manpower services)

#### Personal Information Banks

District Health Council Membership

Location: Information Planning and Evaluation Branch.

Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.9. Information Maintained: Name, address, other associations, professional/employment experience,



telephone number. Uses: Process applications for membership by forwarding to minister, monitor status of application; report on profile of membership. Users: District Health Council (DHC) staff. Individuals in Bank: Applicants for District Health Council membership. Retention and Disposal: Two years after appointment has expired, then transferred to archives.

#### **Hospital Medical Records Institute - Master File**

Location: Information Planning and Evaluation Branch.

Legal Authority: Public Hospitals Act, R.S.O. 1990, c.P.40, s.32(p). Information Maintained: Demographic and clinical data, OHIP number, age, diagnoses, hospital number, length of stay, postal code, sex, surgical procedures. Uses: Compile statistics annually on utilization, morbidity groupings, geographic distribution, surgical procedures and bed allocations; provide statistics for ad hoc studies by planners, epidemiologists, etc. Users: Branch staff. Aggregate data provided to hospital area teams, area planning coordinators, District Health Councils, Public Health Branch, researchers and the federal government. Individuals in Bank: Inpatients discharged from or who died in acute care chronic care, or rehabilitation hospitals. Retention and Disposal: Not determined.

#### **Integrated Inpatient File (HMRI/RPDB data)**

Location: Information Planning and Evaluation Branch.

Legal Authority: Public Hospitals Act, R.S.O. 1990, c.P.40, s.32(p); Health Insurance Act, R.S.O. 1990, c.H.6.

Information Maintained: Name, OHIP number, age, clinical diagnoses, hospital number, inpatient's demographic, length of stay, other clinical and insurance data, postal code, sex, surgical procedures. Uses: Collect and maintain records for Cancer Registry, perinatal files, disease registry systems and other applications involving patient-specific data. Users: Authorized staff of Ontario Cancer Treatment and Research Foundation, Public Health Branch. Other users receive aggregated data only. Individuals in Bank: Inpatients discharged from or who died in acute care, chronic care or rehabilitation hospitals. Retention and Disposal: Not determined.

### **Negotiations Secretariat**

The Negotiations Secretariat coordinates fiscal and policy management of independent health care providers (physicians, optometrists, chiropractors, private clinic physiotherapy, podiatrists, pharmacists, private laboratories services) through ongoing liaison to:

- . contain costs;
- . assure appropriate service provisions;
- . enable program change, and
- . assist in health system integrations.

The Secretariat develops appropriate tools, processes and structures to maximize the use of nearly 40% of the ministry's budget for appropriate and accessible health care.

#### **General Classes or Types of Records**

Negotiation Files/Ontario Association of Medical Laboratories

Negotiation Files/Ontario Association of Optometrists

Negotiation Files/Ontario Chiropractic Association

Negotiation Files/Ontario Dental Association

Negotiation Files/Ontario Medical Association

Negotiation Files/Ontario Pharmacy Association

Negotiation Files/Ontario Physiotherapy Association

Negotiation Files/Ontario Podiatry Association/Chiroprody

Negotiations Files/Schedule 5 Physiotherapy Association

### **Northern Health Programs and Planning Branch**

The Northern Health Programs and Planning Branch ensures that access to health care is available to residents of Northern Ontario, and has two major components: Northern Health Travel Grant Program and Underserved Area Program.

#### **Northern Health Travel Grant Program**

The Northern Health Travel Grant Program offsets the cost of travel for residents of Northern Ontario who must travel long distances to receive medical specialty services.

#### **Underserved Area Program**

This program provides financial incentives to recruit health care professionals to practise in designated underserved areas. Incentives are offered to physicians, physiotherapists, occupational therapists, speech language pathologists, audiologists and chiropodists. The program is responsible for incentive grants, bursaries, nursing stations and the Specialist Retention Initiative.

#### **Personal Information Banks**

Bursary Program - Audiology, Occupational Therapy, Physiotherapy etc.

Location: Underserved Area Program. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26; NOTE: the above mentioned disciplines are all on the same application in a bilingual format) Regulations 782, 783, 788, 791, 792, 793. Information Maintained: Name, address, confidential report on completion of previous academic year, confidential report on persons awarded/not awarded bursaries, education record. Uses: Evaluate and support decisions to award bursaries. Users: Program consultants, administrative staff. Individuals in Bank: Last two years of an undergraduate program in chiropody, medicine,

occupational therapy and physiotherapy; and the last two years of a post-graduate program in audiology and speech-language pathology. Retention and Disposal: Five years, then transferred to archives.

### Physician Incentive Programs

Location: Underserved Area Program. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, part II, VI, VIII or IX of Regulation 785. Information Maintained: Name, education record, personal information, references. Uses: Support and evaluate award of incentives to physicians and medical specialists to practise in designated underserved areas. Users: Program consultants, administrative staff, Medical Personnel Selection Committee members. Individuals in Bank: Physicians, medical specialists. Retention and Disposal: Ten years, then transferred to archives.

## Resources Management Office

The Resources Management Office is responsible for providing a strategic focus in the planning and management of human and financial resources for the Health Strategies Group. This includes: coordinating the Group's Estimates process and other financial planning processes, as well as human resources support for branch re-engineering and restructuring etc. The office provides an internal consulting service to the group's program areas on human resource, financial and planning issues, and also coordinates corporate projects and initiatives for the Health Strategies Group.

## Institutional Health Group

The Institutional Health Group (IHG) consists of branches within the Institutional Health Division. The division is responsible for planning, managing and monitoring the provincial institutional health system and directing hospital reform within a total health system context, consistent with the ministry's overall policies and strategies.

### **General Classes or Types of Records**

Strategic and Operational Planning

### **Manuals**

Administrative (Policies and Procedures, Emergency Procedures, Occupational Health and Safety)  
Independent Health Facilities Guidelines for District Health Councils

### **Personal Information Banks**

#### In-Residence Reports

Location: Institutional Health Group. Legal Authority: Public Hospitals Act, R.S.O. 1990, c.P.40, s.32(n). Information Maintained: Name and address of hospital, age, county, date of last admission, diagnosis, hospital number,

hospital register number, patient's place of residence (city, sex, town or village). Uses: Provide aggregate data on chronic care activity. Users: Branch administrative staff. Individuals in Bank: Inpatients of chronic-care hospitals as of midnight March 31. Retention and Disposal: Five years, then destroyed.

### Psychiatric Hospitals - Annual Census

Location: Institutional Health Group. Legal Authority: Mental Health Act, R.S.O. 1990, c.M.7. Information Maintained: Hospital number, case book number, county, date of birth, date of current admission, diagnosis, hospital status, method of admission, sex. Uses: Compile aggregate data for publication. Users: Ministry consultants, research staff (aggregate data only). Individuals in Bank: Patients in residence at midnight, March 31, or on leaves of absence for three days or less for all psychiatric hospitals. Retention and Disposal: Six months, then destroyed.

### Private Hospitals - Patients' Medical Records (closed private hospitals)

Location: Institutional Health Group. Legal Authority: Private Hospitals Act, R.S.O. 1990, c.P.24; R.R.O. 1990, Reg. 937, s.7 to s.10. Information Maintained: Name, age, medical history, sex. Uses: Satisfy legislative requirements for hospital patient records. Users: Administrative staff for repository purposes, patients or their legal representatives. Individuals in Bank: Former patients of closed private hospitals. Retention and Disposal: Twenty years, then destroyed.

### Therapeutic Abortions Report

Location: Institutional Health Group. Legal Authority: Statistics Act, R.S.C. 1971-72, subject to secrecy requirements of c.15, s.5(a), s.16 and s.251(b); Criminal Code of Canada, R.S.C. 1970, c.34. Information Maintained: Hospital name and location, complications, date fetus removed, date of birth, days of inpatient stay, first day of last normal menses, marital status, number of previous abortions, number of previous deliveries, operative procedure, residence of patient, sterilizations. Uses: Provide aggregate data for family-planning studies. Users: Branch staff. Aggregate data provided to ministry research staff and Statistics Canada. Individuals in Bank: Individuals receiving therapeutic abortions. Retention and Disposal: Two years, then destroyed.

## Institutional Services Branch

The Institutional Services Branch develops and coordinates the institutional health division programs; develops operating, financial and planning policies and guidelines; and manages the capital programs and the X-ray inspection service.

The Central Ontario Region, South/West Ontario Region and North/East Ontario Region, are the three new regional



operational branches, which work with hospitals, related facilities and District Health Councils to plan and manage hospital reform, and fund and monitor the regional and district institutional health care system.

In the Central Region there are 67 hospitals, 3 Children's Treatment Centres and 6 District Health Councils; as well as two specialized programs (The Ontario Cancer Treatment and Research Foundation, and the Canadian Blood Agency).

In the South/West Region there are 76 hospitals, 8 Children's Treatment Centres and 12 District Health Councils.

In the North/East Region there are 90 hospitals, 5 Children's Treatment Centres and 14 District Health Councils.

### Manuals

Hospital Operating Policy Manual and Hospital Planning Manual

## Mental Health Programs and Services

The Mental Health Programs and Services Group is responsible for facilitating and supporting systems change required for the implementation of mental health reform as well as funding, policy development and operational monitoring of mental health services including the 10 provincial psychiatric hospitals, 4 specialty hospitals, 65 general hospital psychiatric units, approximately 370 community mental health programs and 346 homes for special care.

The group supports mental health programs and services as well as District Health Councils in achieving the principles of mental health reform, which shifts the focus from institutional to community-based care, improves access to quality care in mental health services; and supports where the first priority population is the severely mentally ill and the consumer/survivor is the centre of the delivery system. The reformed mental health system will provide a comprehensive system of key services and make more effective use of resources.

### General Classes or Types of Records

Community Advisory Boards for Provincial Psychiatric Hospitals.

Community Mental Health Services Program - Budgets

Community Mental Health Services Program

Provincial Psychiatric Hospitals - Industrial Workshop Contracts.

Provincial Psychiatric Hospitals - Preventive Maintenance, Safety and Inspection Logs.

Provincial Psychiatric Hospitals - Program Planning and Inventory.

Provincial Psychiatric Hospitals - Incident/Accident Reports and Analyses.

Provincial Psychiatric Hospitals - Quality Assurance and Audit Reports.

Psychiatric Service Inquiries - Client Files

### Manuals

Community Mental Health Program

Homes for Special Care Program Manual

Provincial Psychiatric Hospitals Policies, Procedures and Guidelines.

### Personal Information Banks

Provincial Psychiatric Hospitals - Patients' Financial Records and Records of Belongings.

Location: Mental Health Programs and Services. Legal

Authority: Ministry of Health Act, R.S.O. 1990, c.M.26,

s.6(1) (1), (2) and (7) and s.6(2) (d); Mental Hospitals Act,

R.S.O. 1990, c.M.8, s.6 and 7; Mental Health Act, R.S.O.

1990, c.M.7, s.37. Information Maintained: Name, debit

slips, financial transactions and records of belongings,

requisitions, statements for patient to obtain money. Uses:

Monitor financial resources of patients; obtain money from

Public Trustee; provide record of belongings and financial

transactions. Users: Financial staff, auditors, clinical staff.

Individuals in Bank: Inpatients, outpatients and discharged

patients. Retention and Disposal: Ten years after death or

termination of custody and after clearance with relevant

trustees, then destroyed.

Psychiatric Services Inquiries - Clients Files

Location: Mental Health Programs and Services. Legal

Authority: Ministry of Health Act, R.S.O. 1990, c.M.26,

s.6(1) (1), (2) and (7) and s.6(2)(d); Mental Hospitals Act,

R.S.O. 1990, c.M.8, s.6 and 7; Mental Health Act, R.S.O.

1990, c.M.7, s.37. Information Maintained: Name, diagnosis

and treatment, medical information. Uses: Resolve problems

concerning treatment and the provision of services. Users:

Authorized branch and psychiatric hospital staff. Individuals

in Bank: Individuals with special needs or in special

circumstances. Retention and Disposal: Not determined.

## Population Health and Community Services System Group

The Population Health and Community Services System Group has program and divisional responsibility for activities relating to a comprehensive reform of the long-term care system for the elderly and individuals with physical disabilities, as well as activities relating to Community Health, Public Health, Health Promotion, Emergency Health Services and Assistive Devices.

### General Classes or Types of Records

Community Health Activity Resources Information Systems  
Community Health Status Information Program Files  
Complaints - Incident Reports  
Substance Abuse Prevention Program Records  
Tobacco Use Prevention Program Records  
Vaccine Preventable Diseases Program Files  
Vehicle Data, Specifications, Research  
Water Quality Program Files

### Manuals

Health Services Organization Program - Policy and  
Procedures Manual

### Assistive Devices Branch

The Assistive Devices Program (ADP) and the Home Oxygen Program (HOP) contribute to the cost of selected and prescribed equipment and supplies for Ontario residents who have long-term physical disabilities.

Devices covered for individuals of all ages are prostheses, wheelchairs/mobility aids and specialized seating systems, ostomy supplies, hearing aids and respiratory equipment, orthoses (braces, splints), vision and communication aids, enteral feeding devices, burnscar and vascular compression garments and lymphedema pumps. In most cases, ADP contributes up to 75 percent of the cost. People requiring ostomy supplies are eligible for an annual grant of \$600. The program also pays an annual grant up to \$1100 for incontinence supplies for Ontario residents born after July 1, 1963. HOP contributes 100 percent of the cost of home oxygen for people over age 64 or on social assistance, home care or residing in LTC facilities and 75 percent for all others.

Individuals claiming support through ADP or HOP must have an application form completed. Applicants must see a therapist, nurse or other health care professional registered with the Assistive Devices Branch (ADB) who will identify the most appropriate equipment (or supplies) to meet the applicant's need.

The ADP/HOP then contributes financially to the purchase of the identified equipment or supplies through payment to equipment vendors holding contracts with ADP or by direct payment to the individual.

Diabetic equipment and supplies are covered for selective age groups either through direct payment to individuals or through a grant to the Canadian Diabetes Association Ontario Division.

### General Classes or Types of Records

Assistive Devices Program/Home Oxygen Program

### Personal Information Banks

#### Assistive Devices - Authorizer Registration Records

Location: Assistive Devices Branch. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.6(1)(d). Information Maintained: Name, employment history, home and employment address, professional qualifications, registration number, telephone number. Uses: Determine eligibility to be a registered authorizer. Users: Branch Administrative staff, professional program consultants, Audit staff and ministry's Legal Services Branch staff. Individuals in Bank: Individuals applying for registration with the Assistive Devices Program or Home Oxygen Program. Retention and Disposal: Seven years and then transferred to archives.

#### Assistive Devices/Home Oxygen - Patients' Financial Records

Location: Assistive Devices Branch. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.6(1)(d). Information Maintained: Name, address, registration number, financial information, telephone number, vendor name, vendor's invoice for equipment. Uses: Identify and verify type and quantity of device received; respond to inquiries from vendors and health care professionals; prepare budget; audit purposes. Users: Administrative staff, professional program consultant, audit staff. Individuals in Bank: Individuals receiving assistance under the Assistive Devices Program/Home Oxygen Program. Retention and Disposal: Seven years, then transferred to archives.

#### Assistive Devices/Home Oxygen - Patients' Prescription Records

Location: Assistive Devices Branch. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.6(1)(d). Information Maintained: Name, address, registration number, authorized equipment, date of birth, diagnosis, health card number, health professional's name and registration number, physician's name, sex, telephone and registration numbers, telephone number, vendor name. Uses: Determine eligibility. Users: Administrative staff, professional program consultants, audit staff. Individuals in Bank: Individuals applying for assistance under the Assistive Devices Program or Home Oxygen Program. Retention and Disposal: Ten years, then transferred to archives.

#### Assistive Devices/Home Oxygen - Vendor Registration Records

Location: Assistive Devices Branch. Legal Authority: Ministry of Health Act R.S.O. 1990, c.M.26, s.6(1)(d). Information Maintained: Company name, address, business and professional references, corporate registration, financial information, registration number. Uses: Determine eligibility to be a registered vendor. Users: Branch administrative staff, professional program consultants, audit



staff and ministry's Legal Services Branch staff. Individuals in Bank: Individuals applying for registration with the Assistive Devices Program. Retention and Disposal: Seven years, then transferred to archives.

## Community Health Division

The Community Health Division ensures the efficient and effective management of programs in the area of Community Health, Public Health, Health Promotion, Community Mental Health, the AIDS Bureau, Substance Abuse Office, Office of Children and Youth Health Policy, and is responsible for the development of the Community Health Framework Project.

## Aids Bureau

The AIDS Bureau provides updated information on all AIDS-related issues, provides funding to community-based groups, supervises the anonymous HIV testing program, provides general educational information to the public and liaises with other branches within the Ministry of Health on other AIDS issues.

## Children and Youth Health Policy Office

The Children and Youth Health Policy Office is responsible for the development and implementation of the Children and Youth Health Strategy, to promote and preserve the health and well-being of Ontario's children. The office provides a focal point for policy development and coordination of children and youth health issues within the Ministry of Health. As well, the office collaborates with other ministries and sectors on issues of common concern for children and youth.

## Community Health Branch

The Community Health Branch is responsible for administering the Health Service Organization and Community Health Centre Program, the Comprehensive Health Organization Program, the Midwifery Program and the Northern Diabetes Network (NDHN).

## Personal Information Banks

### Encounter System

Location: Community Health Branch. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.6.(1)(d). Information Maintained: Patient name, address, encounters (visits), service provided by Community Health Centres (CHCs), service provided by Health Service Organizations (HSOs), Midwifery Service managed by Lebel Midwifery Care Organization (LMCO). Uses: Provide audit assurance that services are delivered in HSOs, CHCs, and midwifery practice groups; provide program-wide service data to HSO, CHC and midwifery programs; provide aggregate statistical

reports to HSO, CHC sponsors, LMCO and NDHN for management planning, and research studies. Users: HSO, CHC program managers, Midwifery Program co-ordinator, consultants, liaison clerks, statistical officer, HSO, CHC sponsors and staff, audit staff. Individuals in Bank: HSO, CHC patients, Midwifery clients. Retention and Disposal: Not determined.

## Community Health Centre Program

Community Health Centres (CHC) are organizations which offer a range of coordinated primary care (e.g., physicians, nurses, nutritionists, etc.) and health promotion programs, with an emphasis on one or more priority group(s). A priority group has either difficulty in accessing an appropriate range of primary health care services, or a higher burden of ill health or a higher risk of developing health problems. CHCs provide service in a multi-disciplinary manner to meet the health needs of the priority groups. CHCs are governed by non-profit community boards elected by community members. Currently, there are 56 approved CHCs offering services throughout 27 communities in Ontario.

## Health Service Organization

Health Service Organization (HSO) is composed of general practitioner and physician groups which receive capitation payment for health services in lieu of Ontario Health Insurance fee-for-service. HSO's capitation payments are on behalf of enrolled roster populations. Further information can be obtained by written inquiries.

### Manuals

Health Service Organization (HSO) Program Manuals  
Health Services Organizations Program - Policy and Procedures

## Northern Diabetes Health Network

The Northern Diabetes Health Network (NDHN) is a non-profit corporation with the authority to purchase, provide and co-ordinate diabetes programs and services in the North (north of Parry Sound). The NDHN funds 36 diabetes education and treatment programs across the north.

The long-term goals of the network are to improve access and quality of care available to northerners, reduce unnecessary hospitalizations, improve the health of people with diabetes and prevent diabetes and its complications.

## Ontario Midwifery Program

The Ontario Midwifery Program funds the delivery of midwifery services. Its four-year plan is to integrate midwifery services into transfer payment agencies like community health centres and family resource centres.

The goal of the Ontario Midwifery Program is to improve maternal and child health outcomes and provide choice in maternity care through a managed community-based funding program. The fundamental features of the Ontario model of midwifery care are continuity of care, informed choice and choice of birth place.

### **Community Health Framework Project**

Community Health Framework Project develops policy and strategies that foster the creation of a community health system and create conditions to improve and maintain the health of individuals, families and the community.

### **Health Promotion Branch**

The Health Promotion Branch is currently responsible for planning, developing and implementing comprehensive health promotion strategies that address Ministry priorities (i.e., tobacco, alcohol, nutrition/physical activity, healthy communities), and supports the development of a health promotion system for the province.

### **Alcohol and Other Drugs**

The Alcohol and Other Drugs Unit supports initiatives aimed at preventing the mis-use of alcohol and other drugs. It works with a wide range of groups involved in mobilizing communities to reduce the burden of alcohol in their communities and funds the FOCUS Community Project, a five-year alcohol prevention project in nine communities. In addition, it supports a number of other activities including the Ontario Drug Awareness Week Partnership, and the development of a drug education project in partnership with the Ministry of Education and Training.

### **Healthy Communities**

The Healthy Communities Unit supports local communities by assisting them in developing and implementing health-promotion initiatives. The unit works with various organizations such as the Ontario Prevention Clearing House and the Centre for Health Promotion to offer training, resources and consultation to communities. These include the provincial demonstration programs (Best Start Community Action for Healthy Babies, Heart Health Action, Healthy Lifestyles Programs), designed to help communities carry out comprehensive health-promotion programs. Through its Healthy Community Grants Program, the unit works with District Health Councils to provide communities with incentive funding to help them carry out their local health promotion initiatives and build on resources currently within communities.

### **Nutrition and Physical Activity**

The Nutrition/Physical Activity Unit supports objective 4.3 of the Premier's Council health goals, which is to "increase the proportion of the population practising healthy eating and physical activity habits". Current developmental and support initiatives around nutrition and physical activity are organized by the Nutrition/Physical Activity Strategy Unit and include the Active Living Community Action Project and the promotion of the Healthy Eating Manual, a small group education resource.

### **Tobacco Strategy**

The Tobacco Unit of the Health Promotion Branch is responsible for the implementation of the Ontario Tobacco Strategy.

The three main purposes of the strategy are: prevention of tobacco use, particularly by children and adolescents; protection from exposure to environmental tobacco smoke (second-hand smoke); and support for smoking cessation. Proclamation date of the Tobacco Control Act is November 30, 1994.

### **Ontario Substance Abuse Bureau**

The goal of the Ontario Substance Abuse Bureau is to reduce or eliminate substance abuse and other addictive behaviors by: developing prevention/education strategies; funding direct treatment programs for people with substance abuse problems; establishing programs to address problem gambling; and funding the Addiction Research Foundation. The bureau also coordinates Ontario's Substance Abuse Strategy - Partners in Action - and is responsible for government-wide planning and policy on substance abuse issues.

### **Public Health Agencies**

A Public Health Agency Unit is an official health agency established by a group of urban and rural municipalities to provide a more efficient community health program, carried out by full-time, specially qualified people.

There are 42 public health units in Ontario. Health units administer health promotion and disease prevention programs directed to healthy life-styles; communicable disease control including education in STDs/AIDS, immunization, food premises inspection; healthy growth and development including parenting education, health education for all age groups and selected screening services.

Each health unit is governed by a board of health, which is an autonomous corporation under the Health Protection and Promotion Act, and is administered by the medical officer of health who reports to the local board of health. The board is



largely made up of elected representatives from the local municipal councils. The ministry cost-shares the expenses with the municipalities.

## General Classes or Types of Records

Local Health Agencies - Budgets

## Public Health Branch

The Public Health Branch provides leadership and support to Ontario's public health system through comprehensive consultant support services to 42 boards of health, advice to corporate management on public health issues, a provincial epidemiology service and response to control outbreaks of disease, and management of transfer payments for public health programs. The branch also maintains a comprehensive database for health care planning at the ministry and local levels.

## Personal Information Banks

### Acquired Immunodeficiency Syndrome [service discontinued in 1989]

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990., c.H.7; O.Reg. 559/91. Information Maintained: Name, address, date of onset, date of arrival in Canada, date of death, details of diagnosed diseases indicative of AIDS, exclusion criteria, hospital name, laboratory data, name of person completing form and telephone number, patient status, physician name, social and risk factors. Uses: Monitoring and reviewing the incidence and disease trends in Ontario; monitor the progress of the disease. Users: Senior medical consultant; nurse epidemiologist; Manager, Data Support Services; data clerk. Individuals in Bank: Patients diagnosed as having AIDS. Retention and Disposal: Not determined.

### Adverse Reactions

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7. Information Maintained: Patient's initials, age, medical history (allergy history and concomitant diseases, sex, vaccine history. Uses: Adverse reaction data bank for statistical analysis as basis for future recommendations related to vaccine usages. Users: Senior medical consultant, Disease Control Service staff. Individuals in Bank: Individuals who presented adverse reactions temporally associated with the administration of vaccines within the province of Ontario. Retention and Disposal: Two years, then destroyed.

### Chest-Disease Service (patient index and records, abnormal X-rays, register of patients with inactive and prophylaxis tuberculosis) [service discontinued December 1982]

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91. Information Maintained: Name, X-ray number,

address, chart number and X-ray film, clinic report, drug report, history of tuberculosis, medical history of patients (living and deceased) with chest diseases, occupation contacts, outpatient report, prescription and treatment record, sex and age, treatment. Uses: Maintain a cumulative record of patients' medical histories in order to provide information for diagnosis and treatment; provide information for retrospective research studies for ministries and outside agencies. Users: Physicians, hospitals, branch administrative clerk. Individuals in Bank: Patients with tuberculosis or chest abnormalities. Retention and Disposal: Patient records/index retained 40 years, then transferred to archives; X-rays retained 25 years, then destroyed; register retained 30 years, then transferred to archives.

### Children in Need of Treatment System

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 382/84, s.8a, as made by O.Reg. 515/87, and as amended by O.Reg. 750/91. Information Maintained: Name, amount claimed by dentist and amount paid, date of birth, dental treatment, dentist's name and number, sex, social assistance indicators. Uses: Province-wide statistical data on numbers of children treated, average costs, overpayment reports, costs for children on social assistance, statistics on payment arrangements within health units. Users: Dental consultant; Population Health Service, data clerks, Manager, Data Support Services. Individuals in Bank: School children in Ontario who have received treatment under the program. Retention and Disposal: Variable, then transferred to archives on tape.

### Communicable Diseases - Patient Files [service discontinued in 1989]

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91. Information Maintained: Name, address, age, laboratory results, medical history, nature of illness, sex, treatments. Uses: Surveillance purposes; epidemiological research. Users: Senior medical consultants, Disease Control Service (DCS), data clerks and supervisor. Individuals in Bank: Individuals with reportable communicable diseases. Retention and Disposal: Four years, then destroyed.

### Immigrant Medical Services

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91. Information Maintained: Name, address, country of origin, data of birth, positive syphilis serology, treatment. Uses: Surveillance of immigrants with a diagnosis of syphilis. Users: Senior medical consultant, nursing epidemiologist, administrative secretary. Individuals in Bank: Immigrants with positive syphilis serology. Retention and Disposal: One year, then destroyed.

Immigrant Medical Services - Notification to Provincial Government of Inactive Pulmonary Tuberculosis

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91. Information Maintained: Name, address, country of origin, date of birth, diagnosis, file number. Uses: Surveillance of immigrants with findings suggestive of inactive pulmonary tuberculosis; provide statistics. Users: Consultants, Disease Control Service staff, Systems Support Unit staff, local public health agencies. Individuals in Bank: Immigrants with inactive pulmonary tuberculosis. Retention and Disposal: One year, then destroyed.

Newborn Screening Program for Inborn Errors of Metabolism

Location: Public Health Branch. Legal Authority: Ministry of Health Act, R.S.O. 1990, c.M.26, s.9. Information Maintained: Name, date of birth, diagnosis with treatment, hospital of birth, parents' names, residence. Uses: Identify and treat infants with Phenylketonuria (PKU) and congenital hypothyroidism (CH); compile statistics on the incidence and trends of these diseases. Users: Regional treatment consultants, provincial laboratory staff, the Advisory Committee on Screening for Inherited Diseases in Infants. Individuals in Bank: Infants born with PKU and CH. Retention and Disposal: Indefinite for PKU children under treatment; two years for CH.

Rabies Report

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 292/84. Information Maintained: Initials, age, degree of contact with suspected rabid animals, health unit, sex. Uses: Provide recommendations whether or not an individual should receive anti-rabies vaccine; provide statistics (because Agriculture Canada/MNR now compiles rabies statistics). Users: Veterinary consultants, Disease Control Service data clerk and supervisor, Data Support Services staff. Individuals in Bank: Individuals who have been in contact with suspected rabid animals. Retention and Disposal: One year, then destroyed.

Reportable Diseases and Outbreaks

Location: Public Health Branch. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O.Reg. 559/91. Information Maintained: Initials, age, dates of onset and diagnosis, health unit of residence, laboratory data, risk factors, sex. Uses: Epidemiologic surveillance, monitoring and reviewing outbreaks and reportable disease incidence and trends in Ontario. Users: Consultants, Disease Control Service. Individuals in Bank: Individuals with reportable diseases. Retention and Disposal: Variable, then transferred to archives on tape.

## Corporate Liaison and Resource Service

The Corporate Liaison and Resource Service provides overall planning and coordination for mandatory public health programs through the 42 boards of health in Ontario; liaising with the board chairpersons and medical officers of health for the boards of health on management, administration and organizational issues; coordinating the branch's funding to boards of health, and providing information systems support to public health programs.

### General Classes or Types of Records

Budgets of Boards of Health Files  
General Boards of Health Files

### Manuals

Guidelines and Procedures for Health Units to Prepare Annual Program-Based Plan and Budget Submissions

## Disease Control Service

The Disease Control Service is a comprehensive provincial epidemiology service which collects statistics on disease trends, including infectious and non-infectious diseases; sexually transmitted diseases, including AIDS; animal diseases with human implications; and various environmental hazards with public health implications.

The office supplies Local Boards of Health with vaccines, snake anti-venom, anti-rabies treatment and drugs for the treatment of tuberculosis, leprosy and sexually transmitted diseases. A consultative service is provided to Medical Officers of Health, private physicians, and other ministries and agencies in matters of disease control.

### General Classes or Types of Records

Community Health Protection  
Non-Communicable Disease Investigation Program Files  
Outbreak Control Program Files  
Rabies Control Program Files  
Reproductive Health Program Records  
Sexual Health Program Records  
Sexually Transmitted Diseases Program Files

### Manuals

A guide to the Control of Enteric Disease Outbreaks in Health Care Institutions.  
Immunization Record Information System Manual.  
Mandatory Program Protocols: Hazardous Analysis Critical Control Point Food Recalls Food handler Training Beach Management Non-Food Premises Inspection  
Reportable disease information systems guidelines and procedures.



## Office of the Chief Medical Officer of Health

The Office of the Chief Medical Officer of Health provides recommendations for policy and long-range planning to prevent the spread of disease, promote and protect health. The Chief Medical Officer of Health monitors the organization and delivery of public health programs and services provided by local boards of health, and when directed by the Minister, will act to protect health and ensure the provision of necessary public health programs and services.

### General Classes or Types of Records

Committee and Associations Affiliated with Public Health Files

## Population Health Service

The Population Health Service provides consultative and support services to boards of health staff in the delivery of the healthy growth and development, and healthy lifestyles goals of the mandatory health programs and services. Interdisciplinary teams of professionals are responsible for provision of technical and professional information; development of standards, guidelines and program implementation strategies; staff training and education; networking; assistance in data collection and monitoring; budget reviews; and linkage with resources and professional bodies. The service also provides a central resource in the areas of epidemiology, health surveillance, public health research and public health planning. In conjunction with other services in the branch, the service is responsible for the planning and implementation of public health research projects; collection, analysis, interpretation and dissemination of health information; evaluation of public health programs and activities; and issue identification, analysis and policy formulation.

### Manuals

Children in Need of Treatment System - User's Guide  
General Classes or Types of Records  
Ontario Heart Health Survey Database

## Emergency Health Services Branch

The Emergency Health Services Branch is responsible to oversee, plan and coordinate Ministry of Health efforts to reduce mortality and morbidity due to sudden illness or injury; to ensure the provision of medical transportation to users of health care services; and for the provision of basic and advanced (paramedic) ambulance services in Ontario. Activities include licensing private-municipal-volunteer- and hospital-based ambulance services and supporting community-based, first response teams and coordinating air ambulance transfers through a central Medical Air Transport Centre. Emergency ambulance service can be requested via

the number listed in local telephone directories or by dialing "0" for the operator and asking for Zenith 90000. 911 is the preferable method of access where available.

The head office is located in Toronto with regional offices throughout the province. Regional staff provides a direct link with the head office in Toronto; coordinates the review and approval of funds allocated to each ambulance service; evaluates ambulance vehicle and equipment needs within the region; liaises with all levels of municipal, provincial, and federal governments in each area to ensure appropriate ambulance services; provides advice to ambulance service operators to ensure service consistent with legislated requirements; and handles public inquiries and complaints with the system.

### General Classes or Types of Records

Advanced Life-Support Program  
Air Ambulance Utilization Guide  
Ambulance Fleet Management System  
Ambulance Operations - Licensing and Reviews  
Ambulance Response Information System - Emergency Details  
Ambulance Review Program  
Ambulance Supply/Conversion Specifications  
Base Hospital Review Program  
Central Ambulance Communication Centre - Implementation Plans and Schedules  
Central Ambulance Communication Centre - New Employee Orientation Program  
Central Ambulance Communication Centre Review Program  
Claims - Land and Air  
Contingency Services Program  
Directory of Ambulance Services  
Disaster Planning and Emergency Response  
Emergency Health Services - Disaster and Contingency Planning  
Emergency Medical Care Assistant Program (EMCA)  
Emergency Patient Information System  
Emergency Response Program Files  
Equipment - Data and Research  
Equipment - Review and Development  
Generic Contingency Guide  
Telecommunications - Systems, Proposals, Research Development  
Vehicle Data, Specifications, Research

### Manuals

Administrative Policies and Procedures  
Ambulance Co-Payment Billing Manual  
Ambulance Services - Policy, Procedures, Directives and Guidelines  
Basic Life Support Patient Care Standards  
Central Ambulance Communication Centre (CACC) - Policy and Procedures  
Emergency Care Program - Operational Directives

Emergency Health Services Branch - Policy and Procedures  
Emergency Health Services Branch - Equipment  
Emergency Health Services Branch - Financial and Administrative Policies and Procedures  
Emergency Health Services Branch - Operational Directives  
Emergency Health Services - Uniform Issue  
Emergency Medical Care Assistants (EMCA) - Study Guide  
Generic Contingency Guide  
Manual of Confidentiality and Security

### Personal Information Banks

#### Air Ambulance Claims and Review Files

Location: Emergency Health Services Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6; Ambulance Act, R.S.O. 1990, c.A.19. Information Maintained: Name, OHIP number, address, air and land carriers, amount paid/reimbursed, date of service, diagnosis, names of hospitals. Uses: Review ambulance claims; provide a record of payment. Users: Emergency Health Services Branch. Individuals in Bank: Patients transferred by air and out-of-province land ambulance. Retention and Disposal: Ten years, then destroyed.

#### Ambulance Response Information System (ARIS) - Emergency Details

Location: Emergency Health Services Branch. Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, Reg. 19, Part VI, 37. R.R.O. 1990, Reg. 19, s.37. Information Maintained: Name, address, illness, nature and cause of injury, patient condition and change in condition, time sequencing of the ambulance call. Uses: Record and control movement of ambulance vehicles to patient pickup location; provide time sequencing; provide legal documentation; compile statistics. Users: Emergency Health Services Branch officials, physicians, hospital billing departments. Individuals in Bank: Patients treated or transported by the Ontario ambulance system. Retention and Disposal: Ten years, then destroyed. (under review).

#### Ambulance Services - Budgets and Settlements

Location: Emergency Health Services Branch. Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, Reg. 19, Part VI, 28-36. (R.R.O. 1990, Reg. 19, s.36.). Information Maintained: Name, address, approval, budget requests, financial data, year-end expenditure statements. Uses: Ensure ambulance operators operating within approved budgets. Users: Ambulance Services inspectors, licensing officials. Individuals in Bank: Ambulance service operators. Retention and Disposal: Ten years, then destroyed; select files to archives.

#### Ambulance Services - Human Resources Inventory

Location: Emergency Health Services Branch. Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, Reg. 19, Part VI, 26. R.R.O. 1990, s.26. Information Maintained: Name, Ontario Ambulance Service Information System

(OASIS) employee number, date hired, driver's licence number and class code, immigration status, pertinent academic qualifications and renewal dates, sex. Uses: Research and planning related to the development of Ambulance Services and dispatch centres; ensure academic qualifications are in compliance with legislation. Users: Emergency Health Services Branch. Individuals in Bank: Employees of the Ontario ambulance system. Retention and Disposal: Not determined.

#### Ambulance Services - Investigation Reports, Inquiries, Complaints

Location: Emergency Health Services Branch. Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, O.Reg. 19, Part VI, 27. R.R.O. 1990, Reg. 19, s.27. Information Maintained: Name, evidence, exhibits, investigation documents, statements. Uses: Document inquiries and complaints; make recommendations for legal purposes. Users: Emergency Health Services Branch. Individuals in Bank: Citizens laying complaints about ambulance or dispatch services. Retention and Disposal: Ten years after issue resolved, then destroyed.

#### Ambulance Services - Service Profile

Location: Emergency Health Services Branch. Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, s.3, s.4 and s.5; R.R.O. 1990, O. Reg. 19, s.7. Information Maintained: Name, address, application for licence renewal, articles of incorporation, copy of licence, letters patent, list of board members. Uses: Process licences to operate an ambulance service; invoicing. Users: Emergency Health Services Branch. Individuals in Bank: Licensed ambulance services. Retention and Disposal: Seven years, then destroyed; select files to archives.

#### Ambulance Services Review Files

Location: Emergency Health Services Branch. Legal Authority: Ambulance Act, R.S.O. 1990, C.A.19, S.18, Health Facilities Special Orders Act, R.S.O. 1990, c.H.5. Information Maintained: Name, address, data concerning non-compliance with Ambulance Act. Uses: Ensure compliance, assure quality of delivery-effort to achieve excellence. Users: Ministry staff as needed. Individuals in Bank: Ambulance operators, ambulance service employees. Retention and Disposal: Ten years, then destroyed.

#### Critical Care Patients - Transfer Files

Location: Emergency Health Services Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6; Ambulance Act, R.S.O. 1990, c.A.19. Information Maintained: Name, age, date of transfer, medical assessment prior to and during transfer, medical condition, physician's treatment, referring and receiving hospitals, sex. Uses: Provide physicians with data on patient and treatment prior to arrival at receiving hospital; compile statistics. Users: Ambulance services officials, attending physicians. Individuals in Bank: Patients using the ministry's air



ambulance. Retention and Disposal: Ten years, then destroyed.

#### Emergency Medical Care Assistants (EMCA)

Location: Emergency Health Services Branch. Legal

Authority: Ambulance Act, R.S.O. 1990, c.A.19, Reg. 19, Part IV, 12 and 13. (R.R.O. 1990, Reg. 19, s.13).

Information Maintained: Name, address, appeals, certificate, education, examination results, proof of completion of requirements to take the exam, results. Uses: Verify that requirements for certification are met; evaluate credentials.

Users: Education Services manager, certification administrator, Education and Quality Assurance Program coordinator, Investigation and Licensing Services manager.

Individuals in Bank: Students and Emergency Health Services Branch staff applying for certification as Emergency Medical Care Assistants. Retention and Disposal: Not determined.

#### Fundamentals of Casualty Care (FCC)

Location: Emergency Health Services Branch. Legal

Authority: Ambulance Act, R.S.O. 1990, c.A.19, Reg. 19, Part IV, 12 and 13. (R.R.O. 1990, Reg. 19 s.13). Information

Maintained: Name, address, copy of certificate, education, examination results, marking sheets and results. Uses:

Verify completion of course; recertify staff; evaluate credentials. Users: Education Services manager, Education and Quality Assurance Program coordinator, Investigation and Licensing Services manager. Individuals in Bank: Persons employed in Ambulance Services prior to August 1, 1975, and exempted from the requirement to be certified as an Emergency Medical Care Assistant. Retention and Disposal: Not determined.

#### Identification Card Files

Location: Emergency Health Services Branch. Legal

Authority: Ambulance Act, R.S.O. 1990, c.A.19, s.50.

Information Maintained: Name, address, qualifications.

Uses: Quality Assurance. Users: Ministry staff. Individuals in Bank: Ambulance Officers. Retention and Disposal: Until termination of employment, then destroyed.

#### Incident Reports and Vital Signs Absent Reports

Location: Emergency Health Services Branch. Legal

Authority: Ambulance Act, R.S.O. 1990, c.A.19, s.32;

R.R.O. 1990, Reg. 19. Information Maintained: Name, address, equipment deficiencies, interferences in the provision of ambulance services, record of unusual occurrences, sex, suspicious circumstances, unusual delays.

Uses: Document situations where corrective action maybe required or where loss of life has occurred due to unusual or suspicious circumstances. Users: Emergency Health Services Branch officials, ambulance and dispatch operators, managers, Ontario Provincial Police. Individuals in Bank: Ambulance and dispatch services staff involved in the situation. Retention and Disposal: Ten years, then destroyed.

#### Licenses - Revocation and Appeals Files

Location: Emergency Health Services Branch. Legal

Authority: Ambulance Act, R.S.O. 1990, c.A.19, s.11; Health Facilities Special Orders Act, R.S.O. 1990, c.H.5.

Information Maintained: Name, address, data concerning non-compliance with Ambulance Act. Uses: Documents grounds for licence revocation. Users: Ambulance services officials, Ontario Provincial Police. Individuals in Bank: Ambulance service operators subject to investigations leading to licence revocation proceedings. Retention and Disposal: Ten years, then destroyed.

### **Long-Term Care Division**

Long-Term Care Division is responsible for managing the integration of health and social services programs in a decentralized structure to serve senior citizens, adults with physical disabilities, persons including children who require health services at home and children who require health services to remain in school.

Fourteen area offices have been established across the province. They work with other government offices and District Health Councils to plan local implementation of changes in the long-term care system. Each area office covers a specific geographic territory and is responsible for managing a system of services within the region. Following are programs funded and monitored by the area offices: long-term care facilities (in partnership with the Residential Services Branch), community support services, elderly persons centres, homemakers and nurses services, supportive housing, attendant outreach programs, community services for people with acquired brain injury, children's treatment centres, placement coordination services and palliative care initiatives.

Information concerning the Home Care Program and School Health Support Services is available through the In-Home Services Branch. Information concerning long-term care facilities and their residents is available through area offices and the Residential Services Branch.

### **In-Home Services Branch**

The In-Home Services Branch provides community services consisting of professional, homemaking and school health support services. In addition, the branch develops operational policies and provides advice on the development of policies, program design, regulations and communication of policies.

#### **General Classes or Types of Records**

Extended Health Care - Reviews by Medical Eligibility Committee

### Manuals

Ontario Home Care Administrative System User Guide  
Ontario Home Care Policies and Procedures Manual  
Ontario Home Care Program Financial Manual  
Planning Funding and Accountability for Long-Term Care  
Services - Policies and Procedures Manual

### Personal Information Banks

Ontario Home Care Administration System (J401 AND J404)

Location: In-Home Services Branch. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6; R.R.O. 1990, Reg. 552. Information Maintained: Name, Health number, reason for admission, length of stay, provider of service, type of service received, disposition. Uses: Monitor clients served, the type and amount of service provided; ensure all cases receive services within the mandate of the program. Users: Local Home Care Program directors and case managers, Ministry of Health Home Care Program consultants, coordinator and auditors, other Ministry of Health staff. Individuals in Bank: Individuals admitted to local Home Care Program. Retention and Disposal: Three months in office, 1 year in the Records Centre. Year-end reports are transferred to archives and kept for 10 years.

### Home Care Program

The Home Care Program provides professional and homemaking services at the community level, on a visitation basis, to individuals meeting eligibility criteria. The basic criterion for professional services is the requirement for visiting services such as nursing, physiotherapy, occupational therapy or speech therapy. Clients may also be eligible for homemaking and other services including nutritional counselling, medical social work, drugs, medical supplies and equipment. The Home Care Program is available throughout the province.

### General Classes or Types of Records

Extended Health Care - Reviews by Medical Eligibility Committee

### Manuals

Ontario Home Care Administrative System User Guide  
Ontario Home Care Policies and Procedures Manual  
Ontario Home Care Program Financial Manual  
Planning, Funding and Accountability for Long-Term Care  
Services - Policies and Procedures Manual

### Personal Information Banks

Integrated Homemaker Information System

Location: Home Care Program. Legal Authority: Homemakers and Nurses Service Act, R.S.O. 1990, c.H.10. Information Maintained: Name, address, provider of the

services, telephone number, type of service received. Uses: Recorded recommendations to improve quality of services; ensure compliance with legislation; provide history of ambulance service performance. Users: Local Home Care directors and case managers, Long-Term Care Division, analysts and auditor. Individuals in Bank: Individuals admitted to local Integrated Homemaker programs in the past. Retention and Disposal: Five years after file closed, then destroyed.

Ontario Home Care Administration System (OHCAS)

Location: Home Care Program. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6; R.S.O. 1990, Reg. 552, Long-Term Care Act and Canada Assistant Plan. Information Maintained: Client and service information - Nursing, homemaking and therapies. Uses: Monitor clients served, the type and amount of service provided; ensure all cases receive services within the mandate of the program. Users: Local Home Care Program directors and case managers, Ministry of Health Home Care Program consultants, coordinators, auditors and other Ministry of Health staff. Individuals in Bank: Individuals admitted to local Home Care Program. Retention and Disposal: Three months in branch office, 1 year in the Records Centre. Year-end reports are transferred to archives and kept for 10 years.

### Integrated Homemaker Program

The Integrated Homemaker Program is administered through the Home Care Program, providing homemaking and personal care services to assist the frail, elderly and disabled adults to remain in their own homes, in the community, or to allow them to return home from a hospital or other institution.

The basic eligibility is assessed on the individual's need for assistance with personal care services, and neither a financial nor medical test/referral is required. Integrated Homemaker Program is available throughout the province.

Due to ongoing changes in the Long-Term Care System, please check with local Home Care Program.

### Manuals

Integrated Homemaker Information System - User Manual

### Personal Information Banks

Integrated Homemaker Information System - Being merged with OHCAS

Location: Integrated Homemaker Program. Legal Authority: Homemaker and Nurses Services Act and Regs., R.S.O. 1990, Reg. 499. Long-Term Care Act. Information Maintained: Type of service received, Homemaking meals. Uses: Monitor the type and amount of service provided to ensure all cases receive services within the mandate of the



program. Users: Local Home Case Program Directors, Case Managers, Ministry of Health Home Care Program consultants and financial officer, coordinators and auditors. Individuals in Bank: Individuals admitted to the local Program. Retention and Disposal: Three months in the office. One year in the Records Centre. Year-end reports are transferred to the archives and kept for 10 years.

## School Health Support Services

School Health Support Services provides nursing, physiotherapy, speech therapy, occupational therapy and nutritional counselling on a visitation basis to children in publicly funded schools (as defined by the Education Act) when treatment outside the school setting would disrupt the child's educational program. Referrals should be made to the nearest local Home Care Program office.

## Local Area Offices

Local Area Offices locations and phone numbers are listed within the entry for Placement Coordination services.

## Placement Coordination Services

Placement Coordination Services (PCS), started in 1979 and totally funded by the ministry, provides a single channel to help people requiring placement in long-term care facilities obtain suitable accommodation and appropriate services. A placement coordination service may be sponsored locally by any non-profit planning or service agency. Sponsoring groups must obtain written agreement from the majority of local hospitals, nursing homes and homes for the aged, signifying their participation before a program can be funded by the ministry. Further information can be obtained by writing to the program or by contacting one of the local services.

### Manuals

Placement Coordination Services Policies and Procedures Manual

## Policy Branch

The Policy Branch of the Long-Term Care Division is responsible for the development of policy options and recommendations with regard to changes in the system of long-term care and support services for senior citizens, adults with physical disabilities, persons including children who require health services at home and children who require health services to remain in school.

## Residential Services Branch

The Residential Services Branch administers policies and programs relating to the operation of provincially funded

long-term care facilities (i.e., nursing homes and homes for the aged).

For nursing homes, the branch monitors compliance, investigates serious incidents and all complaints, and issues licences to ensure legislated standards of Nursing Homes Act, 1990, and Regulation 832 are met, and care is provided in accordance with residents' needs. Nursing homes are operated either by for-profit or by non-profit organizations. Construction plans for new nursing homes must be approved through the branch.

Homes for the aged are operated either by municipalities or by non-profit charitable organizations. In accordance with the Long-Term Care Statute Law Amendment Act, 1993, the Residential Services Branch also has responsibility for monitoring compliance with the Homes for the Aged and Rest Homes Act, 1990, and Regulation 637, and the Charitable Institutions Act, 1990, and Regulation 69. In addition, branch staff investigate serious incidents and all complaints in homes for the aged. Available to the public upon request are the following: a list of provincially regulated long-term care facilities in Ontario, "Guide for Selecting a Long-Term Care Facility", LTC facility inspection reports, Residents' Bill of Rights, accommodation rate information and rate reduction applications forms.

Admission to a long-term care facility is through a local placement coordination service under provisions of the Long-Term Care Statute Law Amendment Act, 1993. Services provided to clients and their families include information, referral to community-based services, counselling, eligibility determination, sending information about the applicant to facilities chosen by the client, placing the applicant's name on waiting lists after receiving facility approval and authorization of admission to a facility.

The local long-term care area office can provide the address and telephone number of the placement coordination service in a particular community.

Contact one of the Regional Services offices to obtain general facility information or to register a complaint.

### General Classes or Types of Records

Long-Term Care Facility - Case Information (including inspections and licence renewals)  
Long-Term Care Facility - Plans and Specifications  
Long-Term Care Facility - Query System  
Long-Term Care Facility Complaints Register and Reports  
Proposals for Nursing Home Beds

### Manuals

Long-Term Care Facilities Program Manual (outlines standards and criteria for monitoring residents care and services.

Placement Coordination Services Standards Practices Manual

### Personal Information Banks

#### Long-Term Care - Incident Reports

Location: Residential Services Branch. Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7. Homes for the Aged and Rest Homes Act, R.S.O. 1990, c.H.13. Charitable Institutions Act, R.S.O. 1990, c.C.9. Information Maintained: Record of injury, medication and treatment errors, incidents of assault and fire, cases of communicable disease, cases of death resulting from an accident, cases of death from undetermined cause. Uses: Alert Residential Services Branch staff to incidents requiring investigation; provide statistics. Users: Director, Manager, corporate staff, RSB Regional Managers, compliance advisors, coordinators, LTC Area Managers, programs supervisors. Individuals in Bank: Residents and staff of nursing homes and homes for the aged involved in incidents. Retention and Disposal: Two years, then destroyed.

#### Long-Term Care - Investigation Reports (complaints and incidents)

Location: Residential Services Branch. Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7. Homes for the Aged and Rest Homes Act, R.S.O. 1990, c.H.13. Charitable Institutions Act, R.S.O. 1990, c.C.9. Information Maintained: Name, age, reviews, interviews, reports resulting from Residential Services Branch staff investigation. May contain resident's, age, medical and drug history, diagnoses, physician's orders and progress notes. Uses: Record investigations of complaints or incidents. Alert Residential Services Branch staff to incidents which may require enforcement action; provide statistics. Users: Director, manager, corporate staff, RSB Regional Managers, compliance advisors, coordinators, LTC Area Managers, program supervisors. Individuals in Bank: Residents and staff of nursing homes and homes for the aged involved in serious incidents or complaints. Retention and Disposal: Head office files 50 years, then destroyed; RSB regional offices' files - two years, then destroyed.

#### Long-Term Care Facility - Complaints Register

Location: Residential Services Branch. Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7. Homes for the Aged and Rest Homes Act, R.S.O. 1990, c.H.13. Charitable Institutions Act, R.S.O. 1990, c.C.9. Information Maintained: Name of facility, nature of complaint, date of investigation, name of compliance advisor, outcome of investigation, outcome of investigation. Uses: Compile statistics. Users: Director, Manager, corporate staff, RSB

Regional managers, compliance advisors, coordinators, LTC Area Managers, program supervisors. Individuals in Bank: Nursing home and home for the aged staff, residents and residents' representatives. Retention and Disposal: Head office files - 50 years, then destroyed, regional offices' files - 2 years, then destroyed.

#### Nursing Homes - Licence Files

Location: Residential Services Branch. Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7. Information Maintained: Names and addresses of officers and directors of company. Uses: Licensing. Users: Director, Manager, Licensing Officer, corporate staff, RSB Regional Managers, compliance advisors, coordinators, LTC Area Managers, program supervisors. Individuals in Bank: Licensee, officers and directors for nursing homes. Retention and Disposal: Fifty years, then destroyed.

#### Nursing Homes - Residents Files (closed nursing homes)

Location: Residential Services Branch. Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7. Information Maintained: Name, age, medical and drug history of resident, examinations, diagnoses, physician's orders and progress notes, billing and other accounting information. Uses: Investigations and statistics. Users: Director, manager, corporate staff, RSB Regional Managers, compliance advisors, coordinators and investigators from Coroner's Office. Individuals in Bank: Discharged or deceased residents of closed nursing homes. Retention and Disposal: Residents files transferred from the closed home to Records Centre where it is kept for 20 years; subject to archival selection.

### Nursing Homes Review Board

As authorized by the Nursing Homes Act, the Nursing Homes Review Board holds hearings concerning licence disputes and reviews decisions affecting nursing homes under the Health Facilities Special Orders Act.

### Personal Information Banks

#### Nursing Homes Review Board Hearings

Location: Nursing Homes Review Board. Legal Authority: Nursing Homes Act, R.S.O. 1990, c.N.7. Information Maintained: Name, address of licensee, decisions and reasons, exhibits, administrative correspondence and Board's decisions and reasons. Uses: Conduct board hearings. Users: Board members, Health Board Secretariat staff. Individuals in Bank: Licensees appealing orders revoking, refusing or denying renewal of licences including revocations under the Health Facilities Special Orders Act. Retention and Disposal: Five years, then transferred to archives.



## Agencies

### Drug Quality and Therapeutics Committee

The committee provides expert advice to the Minister on the operation of Ontario's Drug Benefit Program and related pharmaceutical and pharmacological matters. It evaluates drug products for listing, makes recommendations regarding the interchangeability of drug products and educational/scientific material for health professionals and public, and facilitates communication between the ministry and professional organizations.

#### Manuals

Drug Quality and Therapeutics Committee Administrative Guideline

### Healing Arts Radiation Protection (HARP) Commission

The Healing Arts Radiation Protection (HARP) Commission ensures that Ontario residents' exposure to radiation from medical X-ray sources is as low as possible, consistent with the production of high-quality diagnostic images.

Established under the provisions of the HARP Act, the commission advises the Minister of Health on matters relating to X-ray safety, and approves training courses for all personnel involved in the use of medical X-rays. Seven advisory committees representing the disciplines of chiropractic medicine, dentistry, medical radiology, physics, podiatry, radiological technology and radiation therapy assist the commission in developing regulations and guidelines to ensure the safe use of X-rays.

Activities and information on the creation of the commission, and its advisory committees, are detailed in the commission's annual report.

#### General Classes or Types of Records

Advisory Committees chiropody, podiatry, chiropractic, dentistry, medical radiology, physics, radiological technology) - Minutes  
HARP Commission - Minutes

#### Manuals

Healing Arts Radiation Protection Guidelines

### Health Facilities Appeal Board

The board holds hearings under the Ambulance Act, the Private Hospitals Act, the Health Facilities Special Orders Act, the Healing Arts Radiation Protection Act and the Independent Health Facilities Act.

#### Personal Information Banks

##### Health Facilities Appeal Board Hearings

Location: Health Facilities Appeal Board. Legal Authority: Ambulance Act, R.S.O. 1990, c.A.19, Private Hospitals Act, R.S.O. 1990, c.P.24; Health Facilities Special Orders Act, R.S.O. 1990, c.H.5; Healing Arts Radiation Protection Act, R.S.O. 1990 c.H.2 and the Independent Health Facilities Act, R.S.O. 1990 c.I.3. Information Maintained: Name and address of parties and legal counsel, if any, submissions by parties, exhibits, transcripts of hearings (if requested), administrative correspondence and the Board's decisions and reasons. Uses: Hearings of the Board. Users: Board members, Health Boards Secretariat staff. Individuals in Bank: Appellants and respondents in appeals of orders under the Ambulance Act, the Private Hospitals Act, the Health Facilities Special Orders Act, the Healing Arts Radiation Protection Act, and the Independent Health Facilities Act. Retention and Disposal: Five years, then transferred to archives.

### Health Professions Board

The Health Professions Board, under the Regulated Health Professions Act, and 21 professions - specific Acts, hears appeals and reviews decisions made by the self-governing regulatory agencies of 24 regulated health professions, including nurses, physicians, midwives, dentists, pharmacists, occupational therapists and dental hygienists, and veterinarians, under the Veterinarians Act, with respect to registration of practitioners and complaints made against members.

#### Personal Information Banks

##### Health Professions Board Reviews and Hearings

Location: Health Professions Board. Legal Authority: Regulated Health Professions Act, S.O. 1990, c.A.18, s.18(1) and (2) and Veterinarians Act. Information Maintained: Name and address of parties, administrative correspondence, Record of investigation, submissions from parties, applications for certificate of registration and the Board's decisions and reasons, applications for certificate of registration and the Board's decisions and reasons. Uses: Complaint and registration reviews and registration hearings. Users: Health Professions Board and Health Boards Secretariat staff. Individuals in Bank: Parties to reviews and hearings, and their agents, if any, including members of the public, who are complainants and regulated health professionals who are subject of complaints or requesting registration in the above professions who are respondents/appellants. Retention and Disposal: Five years, then transferred to archives.

## **Health Professions Regulatory Advisory Council**

The Health Professions Regulatory Advisory Council provides ongoing advice to the Minister of Health on: whether unregulated professions should be regulated; whether regulated professions should no longer be regulated; suggested amendments to the Act, a health profession Act, or a regulation under the Act; matters concerning the quality assurance programs undertaken by colleges; and any matter relating to the regulation of health professions referred to it by the Minister. The council will also be responsible for monitoring each college's patient relations program and advising the Minister about its effectiveness.

## **Health Protection Appeal Board**

The Health Protection Appeal Board hears appeals of orders of medical officers of health and public health inspectors under the Health Protection and Promotion Act and the Immunization of School Pupils Act.

### **Personal Information Banks**

#### Health Protection Appeal Board Hearings

Location: Health Protection Appeal Board. Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c.H.7, s.47. and Immunization of School Pupils Act, R.S.O. 1990, c.I.1. Information Maintained: Name and address of parties to appeals, submissions made by parties, transcripts of hearings (if requested), administrative correspondence, and Board's decisions and reasons. Uses: Hearings of the Board. Users: Board members, Health Boards Secretariat staff. Individuals in Bank: Appellants and respondents in appeals of orders of the medical officers of health or public health inspectors under the Health Promotion Act and the Immunization of School Pupils Act. Retention and Disposal: Five years, then transferred to archives.

## **Health Services Appeal Board**

The Health Services Appeal Board hears appeals of decisions made by the General Manager of OHIP concerning practitioners' billing practices, payment of subscribers' claims and requests for enrolment or continued enrolment under the authority of the Health Insurance Act, R.S.O. 1990, c.H.6, s.8; reviews amounts payable to physicians and facilities under the authority of the Health Care Accessibility Act, R.S.O. 1990, c.H.3, s.5. and the Independent Health Facilities Act and under the authority of the Long-Term Care Statute Law Amendment Act, R.S.O. 1993, reviews placement coordinators' determinations for eligibility for admission to long-term care facilities.

### **Personal Information Banks**

#### Health Services Appeal Board Hearings

Location: Health Services Appeal Board. Legal Authority: Health Insurance Act, R.S.O. 1990, c.H.6, s.8; Health Care Accessibility Act, R.S.O. 1990, c.H.3, s.5. and the Long-Term Care Statute Law Amendment Act, R.S.O. 1993 and the Independent Health Facilities Act. Information Maintained: Name and address of parties and agents, administrative correspondence, submissions of parties, exhibits, transcripts of hearing (if requested) and the Board's decision and reasons. Uses: Hearings before Board. Users: Board members, Health Boards Secretariat staff. Individuals in Bank: Parties to appeals and/or their agents, including OHIP and long-term care applicants; OHIP subscribers; health practitioners and facility licensees, Ministry officials and placement coordination services directors. Retention and Disposal: Submissions/exhibits maintained for six months unless Decision appealed to Divisional court. Five years, then transferred to archives.

## **Hospital Appeal Board**

The Hospital Appeal Board hears appeals of decisions made by hospital boards concerning the appointment and affiliation privileges of medical staff under the Public Hospitals Act.

### **Personal Information Banks**

#### Hospital Appeal Board Hearings

Location: Hospital Appeal Board. Legal Authority: Public Hospitals Act, R.S.O. 1990, c.P.37, s.37. Information Maintained: Name and address of parties and legal counsel and witnesses (if any); submissions of parties; ex, transcripts of hearings (if requested); administrative correspondence; memorandum and the Board'. Uses: Conduct board hearings. Users: Board members, Health Boards Secretariat staff. Individuals in Bank: Physicians appealing decisions of hospital boards denying, altering, restricting or revoking privileges, Hospital officials and expert witnesses. Retention and Disposal: Five years, then transferred to archives.

## **Laboratory Review Board**

The Laboratory Review Board holds hearings when the director of Laboratory Licensing proposes to refuse, revoke or impose terms of conditions on a licence or when a licensee is dissatisfied with the term of conditions imposed. It also holds hearings when, under the Health Facilities Special Orders Act, the Minister suspends a laboratory licence or requires a laboratory licensee to suspend activity.



## Personal Information Banks

### Laboratory Review Board Hearings

**Location:** Laboratory Review Board. **Legal Authority:** Laboratory and Specimen Collection Centre Licensing Act, R.S.O. 1990, c.L.1, s.7 and the Health Facilities Special Orders Act. **Information Maintained:** Name and address of appellants and Ministry directors, and Legal counsel (if any); submissions from parties, exhibits, administrative correspondence and the Board's decisions and reasons, terms or conditions on licences. **Uses:** Conduct board hearings. **Users:** Board members, Health Boards Secretariat staff. **Individuals in Bank:** Licensees appealing decisions and orders under the relevant Acts, legal counsel and expert witnesses (if any). **Retention and Disposal:** Five years, then transferred to archives.

## Medical Eligibility Committee

The committee reviews disputes concerning decisions of the General Manager of OHIP on the medical necessity of a hospital or health facility service. The committee recommends whether or not the General Manager should order payment for such service. The Provider Services Branch provides secretariat services to the committee.

### General Classes or Types of Records

Appeals Processing and Procedures

Committee Membership

Memorandum of Understanding of Members of Committee

## Personal Information Banks

### Medical Eligibility Committee Reviews

**Location:** Medical Eligibility Committee. **Legal Authority:** Health Insurance Act, R.S.O. 1990, c.H.6, s.7 and s.19. **Information Maintained:** Name, health number, OHIP number, address, medical information, subject category of decision being disputed, committee decision, type of appeal, financial information, notice of appeal. **Uses:** Enable a committee to judge whether or not medical services in a hospital or extended care facility or ambulance services are medically necessary and should be insurable services; provide case information to Health Services Appeal Board; monitor program; provide statistics; respond to ministry inquiries about specific cases. **Users:** Medical Eligibility Committee members, secretary, Ministry of Health program staff. **Individuals in Bank:** Insured persons or their physicians requesting referral to the committee. **Retention and Disposal:** Not determined.

## Medical Review Committee

The Committee makes recommendations to the General Manager of OHIP on disputed claims under s.5 of the Health

Insurance Act, R.S.O. 1990, c.H.6, and reports on other matters referred to it.

## Nursing Homes Review Board

As authorized by the Nursing Homes Act, the Nursing Homes Review Board holds hearings concerning licence disputes and reviews decisions affecting nursing homes under the Health Facilities Special Orders Act.

## Personal Information Banks

### Nursing Homes Review Board Hearings

**Location:** Nursing Homes Review Board. **Legal Authority:** Nursing Homes Act, R.S.O. 1990, c.N.7. **Information Maintained:** Name, address of licensee, decisions and reasons. **Uses:** Conduct board hearings. **Users:** Board members, Health Boards Secretariat staff. **Individuals in Bank:** Licensees appealing orders revoking, refusing or denying renewal of licences including revocations under the Health Facilities Special Orders Act. **Retention and Disposal:** Five years, then transferred to Records Centre.

## Ontario Cancer Treatment and Research Foundation

The Ontario Cancer Treatment and Research Foundation supports programs of diagnosis, treatment and research in cancer. The Ontario Cancer Institute (incorporating the Princess Margaret Hospital) is affiliated with the foundation. The foundation operates eight regional cancer centres (associated with hospitals) and 32 consultative and follow-up clinics. Seven lodges accommodate out-of-town ambulatory patients receiving treatment. The Division of Epidemiology and Statistics generates and reports information regarding the occurrence of cancer in Ontario (Ontario Cancer Registry), performs epidemiologic research and interprets epidemiologic evidence for use in cancer education and control programs. The foundation also funds a breast-screening program; diagnostic tests; rehabilitation programs, including speech therapy; prosthetic devices, transportation of patients travelling over 40 kilometres and chemotherapeutic drugs for needy Ontario patients. Support is offered to medical, paramedical and scientific personnel for undergraduate and post-graduate study in oncology. In addition, the foundation supports career scientists and laboratory and clinical cancer investigation. The Cancer Information Service in Hamilton (1-800-263-6750) serves as a resource centre for health professionals, researchers and students.

## Psychiatric Patient Advocate Office

The Psychiatric Patient Advocate Office provides advocacy and rights advice to inpatients in provincial psychiatric hospitals.

### **General Classes or Types of Records**

Associations, Boards and Committees

Workshop Background Papers

### **Personal Information Banks**

#### Psychiatric Patient Advocate Office - Client Files

Location: Psychiatric Patient Advocate Office. Legal

Authority: Mental Health Act, R.S.O. 1990, c.M.7, s.9.

Information Maintained: By Patient Advocates - Name, age, communication with Rights Advisor and other parties,

extracts from clinical record. By Rights Advisors - Name, information relating to eligibility for Legal Aid, legal status

under the Mental Health Act, medical history, nature of communication with advocate and other parties, sex. Uses:

By Patient Advocates - Maintain a record of the advocacy conducted on behalf of a patient. By Rights Advisors -

Maintain a record of the rights advice provided to patients, and the carrying out of patient's instructions, if any. Users:

Patient Advocates and Rights Advisors in provincial psychiatric hospitals, Psychiatric Patient Advocate Office coordinator, executive assistant, legal counsel, systemic

policy advisor. Individuals in Bank: Psychiatric inpatients serviced by the Patient Advocates, and those visited by the

Rights Advisor. Retention and Disposal: Policy under review.

### **X-Ray - See Healing Arts Radiation Protection (HARP) Commission**



# HUMBER COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Humber College of Applied Arts and Technology  
205 Humber College Boulevard  
Etobicoke, Ontario  
M9W 5L7  
(416) 675-3111

## Access

Freedom of Information and Privacy Coordinator  
Humber College of Applied Arts and Technology  
205 Humber College Blvd.  
Etobicoke, Ontario  
M9W 5L7  
(416) 675-3111

A reading room for the review of manuals and other information is available at the college library at the North Campus, 205 Humber College Blvd, Etobicoke.

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Humber College offers a wide range of diploma, certificate and continuing education programs to provide students with the skills needed in business, technology, health sciences, human services, applied arts, hospitality, tourism and other areas. The college specifically serves the communities of Etobicoke and York, as well as meeting the diverse educational needs of other communities in Ontario.

Humber College is governed by a Board of Governors and is comprised of seven major divisions: Board of Governors, Office of the President, Academic, Administrative, Business and Industry Services, Educational and Faculty Services, and Lakeshore, Planning and Evaluation. The administrative offices are on the main campus located at 205 Humber College Boulevard in Etobicoke, with seven campuses at other locations in Etobicoke and York.

## Academic

This division provides full- and part-time diploma, certificate and continuing education programs. The following departments report to the Vice President, Academic: School of Business, School of Health Sciences, School of Architecture and Construction, School of Media Studies, School of Horticulture, Fashion and Design Foundation, School of Hospitality, Recreation and Tourism and Continuing Education.

Common Records  
Day Care Registrants

## Administration

This division is responsible for the effective management and delivery of support services for the administration of the college. The following departments report to the Vice President, Administration: Human Resources, General Counsel, Financial Planning and Services, Physical Resources, Registrarial Services, Data Centre and Systems Development.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Graduate and Alumni Records  
Job Competitions and Applications  
Ombudsman/Human Rights Commission  
Student Applications  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Workers' Compensation

## Manuals

Humber College Administrative Policies and Procedures

## Board of Governors

The Board of Governors sets policy and corporate objectives for the college and provides direction for the interpretation of objectives and policies.

## General Classes or Types of Records

Bylaws  
Minutes of Board and Standing Committees  
Policies

## Business Development

This division provides training, consulting and skills development services to corporate clients in the private and public sectors and to organized labour on a fee-for-service basis. The following departments report to the Vice President, Business Development: Business and Industry Services, Canadian Plastics Training Centre, School of Manufacturing Technology and Design, School of Information Technology and Accounting, Government and Community Relations, Centre for Employee Benefits, and NRC/IRAP.

## Educational and Faculty Services

This division provides a variety of support services to faculty and students. The following departments report directly to the Vice President, Educational and Faculty Services: Student Services, Counselling, Peer Tutoring,

Special Needs, Placement, Financial Aid, Awards, Libraries, Media Centres, Student Orientation, Testing, Articulation and Prior Learning Assessment; Student Life, Student Governance, Discipline, Residences, Health Services, Intercultural Centre, Summer Language Program and Athletics, Educational Services, Professional Development, Academic Computing, Humber Awards and Recognition Programs; Liberal Arts and Sciences, Marketing and York Campus. The division also administers government-sponsored employment and skills/academic upgrading programs such as Ontario Basic Skills and FUTURES.

**Common Records**

Co-op, Work Term, Final Job Placements  
FUTURES Program Applicants and Participants  
Health and Medical Records  
Library Users Lists  
Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Ontario Training Incentive Program Trainees  
Scholarships and Awards  
Student Athletics and Fitness Programs  
Student Counselling

**Office of the President**

Reporting to the Board of Governors, the President is responsible for overall policy development, strategic direction and administration of the college. The Executive Assistant, Vice-President of Academic; Administration, Business Development, and Educational and Faculty Services; the Principal of Planning and Evaluation/Dean of Lakeshore Campus, as well as the Public Relations department report to the President.

**Common Records**

Board of Governors Membership

**Lakeshore Campus, Planning and Evaluation**

This division provides full- and part-time diploma, certificate and continuing education programs. The following departments report to the Principal, Lakeshore Campus, Planning and Evaluation: School of Social and Community Services, School of Performing Arts, International Office, Planning Unit, and Language and Culture Centre.



# INTERGOVERNMENTAL AFFAIRS

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## Head

Minister of Intergovernmental Affairs  
6th Floor, Mowat Block  
900 Bay Street  
Toronto, Ontario  
M7A 1C2  
(416) 325-4785

## Access

Freedom of Information and Privacy Coordinator  
Finance and Administrative Services Branch  
6th Floor, Mowat Block  
900 Bay Street  
Toronto, Ontario  
M7A 1C2  
(416) 325-4766



A public reading room for the review of manuals and other information is open during regular office hours on the sixth floor of the Mowat Block, 900 Bay Street, Toronto.

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The Ministry of Intergovernmental Affairs identifies and advances Ontario's interests and relations with the Government of Canada, the governments of the other provinces and territories, and provides the Government of Ontario with leadership and expertise on national unity, constitutional matters and on Ontario's role in the federation. In doing this, the ministry provides advice to the government on the conduct of Ontario's relations with other governments and on major intergovernmental issues, provides the government with a wide range of information on intergovernmental events and activities in Canada and provides a number of services to other ministries, including assisting them in the conduct of their relations with other governments.

The ministry consists of three units: Constitutional Affairs and Federal-Provincial Relations, Communications, and Finance and Administration Services. The Ministry of Finance provides corporate administrative services to the ministry which includes human resources and accounting services.

## Common Records

CORPAY  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information

Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

## General Classes or Types of Records

Background Papers  
Current Issue Items  
Federal-Provincial Agreements  
First Ministers' and Premiers' Conferences  
General Policy Material  
Interprovincial Agreements  
Ontario-Quebec Commission for Cooperation  
Ottawa and Quebec Offices - Records

## Deputy Minister's Office

## Communications Branch

The Communications Branch provides information services for the ministry and provides communications support to the Minister, Deputy Minister, senior managers and policy area. Other responsibilities include answering public inquiries; coordinating advertising activities of the ministry; producing and distributing news releases, monitoring events in other provinces and ensuring that Ontario's position on issues of mutual concern reaches other governments in Canada.

## Finance and Administration Services Branch

The Finance and Administration Services Branch coordinates the planning and allocation of ministry resources, prepares the ministry's estimates, monitors and reports on expenditures, human resources policies and information technology. The branch is responsible for providing guidance on the impact and implementation of government-wide management policies and programs.

## Common Records

CORPAY  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

### **Office of Constitutional Affairs and Federal-Provincial Relations**

The Office of Constitutional Affairs and Federal-Provincial Relations provides advice in the development of Ontario's policies and procedures covering all aspects of its general relations with the federal government and provincial governments, as well as on specific issues and activities with a significant constitutional, federal-provincial or interprovincial component. It advises the Government of Ontario on national unity, the constitution, and on Ontario's role in the federation. In addition, the office coordinates Ontario's participation in major federal-provincial and interprovincial meetings and conferences such as First Ministers' Conferences, the Annual Premiers' Conference, and meetings of the Ministerial Council on Social Policy Renewal, assists ministries in their intergovernmental relations, and manages the Ontario-Quebec Commission for Cooperation (OQCC).

The ministry's offices in Ottawa and Quebec City are an integral part of the government's management of its intergovernmental relations. On-site staff are able to carry out a more immediate, direct and personal exchange of information with government officials on constitutional issues and on Ontario's role in the federation. In addition, the Ottawa office acts as a host office for Ontario government Ministers and officials in Ottawa for federal-provincial meetings.

#### **Common Records**

Employment Equity Program

#### **General Classes or Types of Records**

Background Papers

Biographies and Cabinet Lists

Current Issue Items

Federal-Provincial Agreements

First Ministers' and Premiers' Conferences

General Policy Material

Interprovincial Agreements

Ontario-Quebec Commission for Cooperation

Ottawa and Quebec Offices - Records

Policy Advice

program funding and grants. It also coordinates exchanges between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

### **Ontario-Quebec Commission for Cooperation**

The Ontario-Quebec Commission for Cooperation (OQCC) promotes and initiates economic, cultural and educational exchanges between individuals, schools and organizations in Ontario and Quebec to foster understanding and cooperation between residents of the two provinces. The OQCC encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint



# LA CITÉ COLLÉGIALE, COLLÈGE D'ARTS APPLIQUÉS ET DE TECHNOLOGIE

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## Head

Chair, Board of Governors

La Cité collégiale, Collège d'arts appliqués et de technologie  
801, promenade de l'Aviation  
Ottawa, Ontario  
K1K 4R3  
(613) 742-2493

## Access

Director, Human Resources, Freedom of Information and  
Privacy Act

La Cité collégiale, Collège d'arts appliqués et de technologie  
801, promenade de l'Aviation  
Ottawa, Ontario  
K1K 4R3  
(613) 742-2493

A public reading room for the review of manuals and other  
information is open during regular office hours in Room  
C2040.01 Building C, 801 promenade de l'Aviation, Ottawa.

La Cité collégiale is the first French-language college of  
applied arts and technology in Ontario and the twenty-third  
community college in the province. This new institution was  
established to meet the community college needs of  
approximately 300,000 francophones in eastern Ontario. Its  
area includes the Regional Municipality of Ottawa-Carleton  
and the counties of Prescott, Russell, Lanark, Renfrew,  
Stormont, Glengarry, Dundas, Grenville, Leeds and  
Frontenac. From its campuses in the three locations of  
Cornwall, Hawkesbury and Ottawa, La Cité collégiale offers  
more than 80 postsecondary programs leading to a diploma  
or certificate. In addition, the college offers a range of  
programs and services in the areas of continuing education,  
vocational training and customized training.

La Cité collégiale is administered by a President and is  
divided into four broad sectors: Accès et développement  
(Access and Development), Administration et finances  
(Finance and Administration), Enseignement (Academic),  
and Ressources humaines (Human Resources). La Cité  
collégiale has a total of three campuses located in Cornwall,  
Hawkesbury and Ottawa.

## Accès Et Développement (Access and Development)

The Access and Development sector provides support for  
the academic sector in planning, negotiations, coordination  
and the administration of non-traditional educational  
activities.

Access and Development offers programs and services for  
adults who wish to receive specialized training, for people  
who are looking for work and for women who are preparing  
to re-enter the work force.

Access and Development also provides regional businesses  
with consulting, training and financing services in the area  
of vocational training.

Access and Development administers the Bureau de  
consultation en formation professionnelle (Vocational  
Training Counselling Office), the Bureau de formation  
professionnelle (Vocational Training Office), the Centre de  
développement professionnel (Professional Development  
Centre), the Club de recherche d'emploi (Job Search Club),  
Éducation Permanente (Continuing Education), special  
projects, apprenticeship programs, FUTURES programs and  
Retour au travail (Returning to Work).

## General Classes or Types of Records

Client Files

Community Information (sponsoring individuals or  
organizations)

Continuing Education Description of Programs, Mailing  
Lists

Contracts and Memoranda of Understanding  
Employer Files

Mailing Lists for Vocational Training Courses  
Minutes of Executive Committee Meetings

## Administration Et Finances (Administration and Finance)

The Vice President, Administration et finances  
(Administration and Finance) is responsible for all matters  
relating to the overall financial administration of the college,  
such as physical and financial resources, supplies, internal  
auditing, additional undertakings and other support  
activities. The Vice President is also responsible for the  
Admissions and Registrar's offices and the Computer  
Services Department.

## Common Records

Ontario Student Assistance Program  
Student Registration and Academic History

## General Classes or Types of Records

Conditions of Admission  
Course Quotas

Ontario Student Assistance Program  
Rooms, Course Timetables  
Student Records (admission, marks, exemptions, certificates, diplomas, etc.)

## Board of Governors

The Board of Governors comprises 17 members representing the entire area served by the college. The board has a broad array of responsibilities. It establishes the educational policies, objectives and goals of the college. In addition, it evaluates the activities of the college and ensures that it is efficiently operated.

The Board of Governors has five standing committees. It also has the support of various advisory committees which are responsible for ensuring that the courses and programs offered at La Cité collégiale remain relevant.

## General Classes or Types of Records

Administrative Regulations  
Minutes of meetings of the Board of Governors and Policies

## Enseignement (Academic)

The Vice President, Academic is responsible for the postsecondary education activities on the three Cité collégiale campuses in Cornwall, Hawkesbury and Ottawa. These activities are divided into nine program families in areas such as communications and the media, administrative and business studies, vocational training, housing and development, the hotel trade, tourism, the restaurants and leisure activities, mechanics, electronics and computers, health sciences, social sciences and legal services.

The Academic sector is responsible for developing and delivering full-time academic programs and for maintaining contact with the various establishments where the college's students can gain practical experience or on-the-job training such as hospitals, day care centres, correctional facilities and public and private businesses. This sector is also responsible for the delivery of non-traditional education.

The Vice President Academic, oversees as well the entire sector responsible for providing academic support services. Among these services are Distance Education, Counselling, Special Needs, Placement, Cooperative Instruction, Practicums, program development and the pedagogical evaluation and development of the academic staff.

The Information Centre and the Language Training Centre also fall under the Vice President, Academic.

## Common Records

Library Users Lists  
Student Appeals (disciplinary, administrative, academic)

## General Classes or Types of Records

Class Lists  
Location of Practicums  
Minutes of the Executive Committee Meetings for Each Division  
Minutes of the President's Executive Committee Meetings  
Teaching Plans

## Personal Information Banks

### Description of Services for Students with Special Needs

Location: Enseignement (ACADEMIC). Legal Authority: Ministry of Colleges and Universities Act. R.S.O. 1990, c.M.19. Information Maintained: Name, address, date of birth, medical history, nature of disability, records on diagnosis and treatment, technical aids (devices required). Uses: Evaluate the special needs of students; prepare statistical reports. Users: College personnel, educators of secondary school students with special needs. Individuals in Bank: Students with special needs physical, sensory, medical, psychiatric, learning difficulties; developmental disorders. Retention and Disposal: Not determined.

### Graduate Placement Questionnaires

Location: Enseignement (ACADEMIC). Legal Authority: Ministry of Colleges and Universities Act. R.S.O. 1990, c.M.19. Information Maintained: Employment history following graduation. Uses: Compile statistics for evaluating the program; supply data for the College Data System in accordance with the requirements of the Ministry of Colleges and Universities. Users: Placement personnel, academic services, planning personnel. Individuals in Bank: Graduates of the college. Retention and Disposal: The records are kept for three years after the student graduates, then destroyed.

### Tutoring Records

Location: Enseignement (ACADEMIC). Legal Authority: Ministry of Colleges and Universities Act. R.S.O. 1990, c.M.19. Information Maintained: Name, address and telephone number of tutors and students receiving tutoring, faculty recommendations regarding tutors, number of sessions, payments made by the students or financial assistance, receipts for payment, subjects in which tutoring is available. Uses: Maintain financial records for the students' association as well as financial assistance reports; produce statistics. Users: Counsellors, financial assistance personnel and students' association personnel. Individuals in Bank: Tutors and students receiving tutoring. Individuals in Bank: Graduates of the college. Retention and Disposal: The records are kept for two years, then destroyed.

## President's Office

Appointed by and accountable to the Board of Governors, the President manages the college's academic and



administrative affairs and directs its strategic planning. The President's Office also provides administrative services to the Board of Governors.

### **Manuals**

Regulations and Procedures

## **Ressources Humaines (Human Resources)**

Human Resources provides a number of services including the welcoming and orientation of personnel, staffing, classification, labour relations, administering social benefits, identifying professional development needs, career planning, pay equity, employment equity, all activities related to student life and all other aspects of human resource management at the college. The Human Resources division also deals with requests submitted under the Freedom of Information and Protection of Privacy Act.

### **Common Records**

Job Competitions and Applications

Medical Information (Personnel)

Teacher Workload Records (Standard Workload Form)

Vocational Testing and Counselling

Workers' Compensation

### **Personal Information Banks**

#### Staff Professional Development

Location: Ressources Humaines (Human Resources). Legal

Authority: Ministry of Colleges and Universities Act. R.S.O.

1990, c.M.19. Information Maintained: Name, address,

courses taken, evaluation, results of tests, telephone number.

Uses: Administer and monitor courses. Users: Course

instructors. Individuals in Bank: College personnel.

Retention and Disposal: Not determined.

# LABOUR

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## Head

Minister of Labour  
14th Floor, 400 University Avenue  
Toronto, Ontario  
M7A 1T7  
Toll Free: 1-800-267-9517  
(416) 326-7565

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Labour  
400 University Avenue, 3rd Floor  
Toronto, Ontario  
M7A 1T7  
(416) 326-7786



A public reading room for the review of manuals and other information is open during regular office hours on the 10th floor at 400 University Avenue, Toronto. In addition, public reading rooms are located at selected locations throughout the province. Refer to the Government of Ontario Telephone Directory for addresses of district offices. The Workers' Compensation Appeals Tribunal maintains a public reading room on the 7th floor at 505 University Avenue, Toronto telephone: (416) 598-4638. The Legal Counsel and Pay Equity Office maintains a public reading room on the 5th Floor at 150 Eglinton Avenue East, Toronto telephone: (416) 481-4464.

In 1882, the Ontario government established the Bureau of Industry under the Department of Agriculture. In 1900, a Bureau of Labour came into being, and labour affairs were transferred from the Department of Agriculture to Public Works. The bureau was replaced in 1916 by the Trades and Labour Branch, still under Public Works. In April, 1919, Bill 169 brought all labour matters under the new Department of Labour. It was renamed the Ministry of Labour in 1970, when the Department of Labour Act was repealed and replaced by the Ministry of Labour Act.

The Ministry of Labour's mission is to advance safe, fair and harmonious workplace practices that are essential to the social and economic well-being of the people of Ontario. The ministry works toward this end by promoting sound industrial relations, safe and healthy working conditions and equality of treatment and opportunity in employment. Programs are concerned with the rights and responsibilities of the individual worker, with management and labour, and with health and safety in the workplace. The ministry is assisted by a range of specialized agencies, boards and commissions, including the Workers' Compensation Board,

the Ontario Labour Relations Board, the Workers' Compensation Appeals Tribunal, the Public Service Appeal Boards, the Occupational Disease Panel, Office of the Employer Adviser, Office of the Worker Adviser, the Pay Equity Commission, the Pay Equity Hearings Tribunal and the Workplace Health and Safety Agency.

## Deputy Minister's Office

### Manuals

Corporate Policy and Procedures Manuals [Vol. I and II]

## Communications and Marketing Branch

The Communications and Marketing Branch informs the public, client groups and the media about the ministry's activities. The branch also provides communications support to the Minister, the Deputy Minister, program areas and the regional offices. Activities include internal and external communications, French Language Services, communications planning, media liaison and the production and distribution of information materials.

Please refer to each program listing for the inquiry telephone numbers of your local Ministry of Labour office.

## French Language Services and Outreach

French Language Services and Outreach monitors compliance with the French Language Services Act and provides consultation on the planning and effective delivery of services in French across the ministry and its agencies (with the exception of Workers' Compensation Appeals Tribunal and the Workers' Compensation Board which handle these responsibilities themselves). The office also serves as a link between the francophone community and the ministry. Ministry translation services are provided through this office.

Through this section's outreach activities, the ministry helps employers, employees, young workers, recent immigrants and others learn about their rights and responsibilities under Ontario's labour legislation.

## Legal Services Branch

The Legal Services Branch provides general legal services to the ministry. Those services include advising ministry staff on the interpretation of ministry statutes (such as the Occupational Health and Safety Act and the Employment Standards Act), and regulations), representing the ministry at tribunal hearings, prosecuting offences under ministry statutes, preparing ministry contracts; and drafting proposed ministry legislation, regulations, orders-in-council and other legal instruments. Legal Services Branch staff are employed by the Ministry of the Attorney General.



## Personal Information Banks

### Employee Investigations

Location: Legal Services Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47. Information Maintained: Name, details of occurrence, disposition. Uses: Investigate personnel legal issues. Users: Lawyers assigned to ministry, senior ministry officials. Individuals in Bank: Ministry of Labour employees subject to investigation. Retention and Disposal: Two years, then destroyed; select files to archives.

## Internal Administrative Services Division

The Internal Administrative Services Division, headed by a Chief Administrative Officer, provides the ministry and senior officials with key support services to assist in program delivery. The division coordinates the functions of the Finance and Administration Branch, the Internal Audit and Evaluation Branch, the Human Resources Branch, the Information Services Branch and the Office of the Chief Administrative Officer (which includes the Office of Freedom of Information, Privacy, Records and Forms Management) to provide administrative management services for the ministry.

### Common Records

CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Employment Application Inventory

Freedom of Information and Protection of Privacy Act

Requests

General Employment History and Payroll Information

Grievances and Applications

Identity/Employee Card

Job Competitions and Applications

Library Users Lists

Medical Information (Personnel)

Ombudsman/Human Rights Commission

Performance Management

Travel/Expense Accounts

Workers' Compensation

Workplace Discrimination and Harassment Prevention Program

## Finance and Administration Branch

The Finance and Administration Branch provides financial services and supports the management of ministry resources and the implementation of government and ministry initiatives; ensures the ministry complies with government financial policies and procedures; coordinates the provision

of facilities and assets management, risk management, purchasing, printing and mail.

### General Classes or Types of Records

Financial Records (enforcement of Employment Standards Act)

### Manuals

Travel and Moving Expenses

## Freedom of Information, Privacy, Records and Forms Management Office

The Freedom of Information, Privacy, Records and Forms Management Office handles all requests for information made under the Freedom of Information and Protection of Privacy Act. It also provides advice and information with respect to the management of recorded information as required by the Archives Act, and advises and assists in the design of ministry forms.

## Human Resources Branch

The Human Resources Branch provides a full range of service and advice to line managers and employees in all matters relating to human resource management; including policies and procedures, recruitment, classification, pay and benefits, staff relations, employment equity, staff training and development, workforce adjustment and planning, health and safety.

### Common Records

Employment Equity Program

### Manuals

Attendance Improvement

Performance Appraisal Policy and Procedures

Staff Development and Training

Staff Relations

### Personal Information Banks

#### Performance Evaluations - Student Training Programs

Location: Human Resources Branch. Legal Authority: R.R.O. 1990, Reg. 977, s.6(1). Information Maintained: Name, address, employer, sponsor's evaluation of student's performance. Uses: Evaluate program placement and student's performance. Users: Program staff. Individuals in Bank: Students accepted into the program. Retention and Disposal: Three years, then destroyed.

## Information Services Branch

The Information Services Branch is responsible for information and technology planning, business improvement, application systems development and maintenance and network services.

The branch also manages an extensive library of information on labour relations, health and safety and employment practices which is open to the public.

### **Internal Audit and Evaluation Branch**

The Internal Audit and Evaluation Branch provides comprehensive internal audit services to the ministry.

## **Labour Policy Division**

The Labour Policy Division, headed by an Assistant Deputy Minister (ADM), provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programs and legislation related to the workplace. The ADM's office includes policy coordination (including Cabinet liaison) and compliance reporting functions.

### **General Classes or Types of Records**

Labour Policy Analyses  
Research Studies and Projects  
Workers' Compensation Research Files

### **Employment and Labour Policy Branch**

The Employment and Labour Policy Branch conducts research and develops policy advice on a broad range of issues, including protection for vulnerable workers (in particular, matters pertaining to the Employment Standards Act); labour-management policy (in particular, matters pertaining to the Labour Relations Act); labour adjustment standards and programs; and labour market and labour mobility aspects of international trade, interprovincial trade and industrial policy.

### **Workplace Policies and Practices Branch**

The Workplace Policies and Practices Branch conducts and coordinates research and policy development in the areas of employment rights and workplace practices, workers' compensation and occupational health and safety.

Working closely with other policy branches, and other divisions and agencies of the ministry, the branch provides research and support services and analysis in policy initiatives that impact on workplace practices, including pay equity, workers' compensation and health and safety.

The branch also supports the Minister and Deputy Minister regarding participation in Cabinet Committees.

## **Labour-Management Services Division**

The Special Adviser of Labour-Management Services directs and coordinates the provision of services to promote harmonious relationships between employers and employees in order to help ensure stable labour relations in the province.

The service provides arbitration, mediation and collective bargaining research, and administers parts of the Labour Relations Act, the Hospital Labour Disputes Arbitration Act, and the Crown Employees Collective Bargaining Act.

### **General Classes or Types of Records**

Labour-Management Legislation, Policy Development and Recommendations  
Records Filed with the Minister (pursuant to the Labour Relations Act)

### **Office of Arbitration**

The Office of Arbitration assists the Minister in carrying out statutory responsibilities for constituting boards of arbitration and appointing single arbitrators under the Labour Relations Act and the Hospital Labour Disputes Arbitration Act. The office is responsible for the receipt and processing of requests from employers and trade unions for the appointment of arbitrators and nominees to boards of arbitration. Activities include identifying individuals qualified to act under ministerial appointment, providing administrative services to arbitrators, monitoring the progress of arbitration proceedings and cataloguing arbitration awards for public availability.

In association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration, the office maintains a roster of qualified arbitrators. The office also provides labour and management with dispute resolution assistance through grievance mediators.

### **General Classes or Types of Records**

Arbitration Awards  
Arbitration Case Files  
Employment Standards Appeal Files

### **Personal Information Banks**

#### Labour Relations Arbitrators

Location: Office of Arbitration. Legal Authority: Labour Relations Act, R.S.O. 1990, c.L.2, s.46(10). Information Maintained: Name, assessment of candidate for designation as arbitrator, fees paid, record of interview, resume. Uses: Identify and document qualified candidates for the arbitrator training program; evaluate suitability of candidates for hearing specific cases. Users: Branch director, administrative staff and Minister's Advisory Committee members. Individuals in Bank: Prospective and approved



arbitrators. Retention and Disposal: Seven years, then destroyed.

## Office of Mediation

The Office of Mediation's goals are to foster harmonious labour relations and to minimize disruption in the economy arising from strikes and lockouts. The office provides conciliation and mediation services in order to assist the parties in effecting collective agreements. Preventive mediation services are also undertaken during the term of agreement. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

### General Classes or Types of Records

Conciliation Case Files, Index and Status Log  
Requests for Mediation Assistance

## Office of Collective Bargaining Information

The Office of Collective Bargaining Information provides research and analytical support to a variety of clients including government, labour and management. The office compiles and analyses labour relations trends, collective bargaining outcomes, wages and benefits, and prepares a number of related reports. In addition to a labour relations/collective bargaining information data base, an extensive and up-to-date collective agreements library is maintained and made available to clients Monday - Friday, 9:00 a.m. - 4:00 p.m.

### General Classes or Types of Records

Collective Bargaining Agreements (construction and industrial)  
Conciliation, Mediation and Arbitration Reports  
Industrial Relations Information System  
Key Disputes and Strike Reports  
Ontario Labour Relations Board Statistical Records  
Surveys and Statistical Studies (re policy, programs and legislation)

## Operations Division

The Operations Division of the Ministry of Labour includes the Assistant Deputy Minister, two central branches and six area offices. The Occupational Health and Safety Branch and Employment Practices Branch provide support to the staff delivering day-to-day operations in six autonomous area offices through the formulation and interpretation of related policies and the development of new programs.

### Manuals

Operations Division - Policy and Procedures Reference Manual

## Public Records

### Coroner's Juries - Responses to Recommendations

Purpose: Outline ministry action taken to prevent similar fatal accidents; follow up on preventive action taken by specific employer. Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.12(3). Information Maintained: Coroner's jury recommendations and ministry responses, related to inquests called as a result of workplace fatalities. Retrievability: Name of deceased. Retention and Disposal: Seven years, then transferred to archives. Access Procedures: Ministry of Labour, Operations Division, 14th Floor, 400 University Avenue, Toronto, Ontario M7A 1T7.

## Area/District/Satellite Offices

Six fully staffed Area Offices, located throughout the province provide decentralized program delivery services in Occupational Health and Safety, Industrial Health and Safety, Construction Health and Safety, Employment Standards, Wage Protection, and Professional and Specialized Services.

District and Satellite Offices, which are attached to each Area Office, provide further decentralization of Construction Health and Safety, Industrial Health and Safety, Employment Standards, and Professional and Specialized Services.

Some offices include a Mining Health and Safety component.

Mine Rescue Administration, part of the Northern Area Office, supports a series of Mine Rescue Stations that are dedicated to Mining Safety and Mine Rescue Operations.

## Employment Standards Program

The Employment Standards Act provides for minimum terms and conditions of employment, called employment standards. It sets out rules on: minimum wage; overtime pay; paid public holidays; vacations with pay and vacation pay; equal pay for equal work; the prevention of discrimination in employment-provided benefit plans; pregnancy leave and parental leave, hours of work; lie detector tests; termination notice or termination pay; severance pay; retail workers' right to refuse Sunday work; domestic workers; homeworkers.

The Employment Wage Protection Program (EWPP) is available to workers who are owed unpaid wages, including overtime and vacation pay, but are unable to collect from the employer because the employer refuses to pay or cannot pay. The total payment to each worker can be up to \$2,000 per employer.

To file an employment standards claim, or for more information, call the Ministry of Labour in your area.

## Employment Practices Branch

The Employment Practices Branch provides specialized support services to staff who deliver and administer services related to the Employment Standards Program (including the Employee Wage Protection Program) described under a separate entry. Other programs and legislation are administered by the Employment Practices Branch. These include the Centre for Disability and Work, Employment Agencies/Industrial Standards/Fair Wage and Program for Older Worker Adjustment (POWA).

### General Classes or Types of Records

Employment Standards Act - Inquiry Correspondence

### Manuals

Employment Standards Branch Operations Manual  
Employment Standards Branch Interpretation Manual  
Videotapes (training of summer students)

### Personal Information Banks

#### Agriculture Advisory Committee Members

Location: Employment Practices Branch. Legal Authority: Orders-in-Council 1874/75 and 793/85. Information Maintained: Name and address. Uses: Contact or identify committee members. Users: Employment Practices Branch and Policy Branch staff. Individuals in Bank: Agriculture Advisory Committee members. Retention and Disposal: Until member replaced, then destroyed.

#### Employee Evaluations Counselling Program (plant closure)

Location: Employment Practices Branch. Legal Authority: Employment Standards Act, R.S.O. 1990, c.E.14, s.57(12); Cabinet Minutes 17-30/81, 19-11/82 and 8-26/83. Information Maintained: Name, address, education, employee evaluation, sex, wages. Uses: Counsel employees affected by permanent layoffs. Users: Branch staff. Individuals in Bank: Employees affected by permanent layoffs. Retention and Disposal: Seven years, then transferred to archives.

#### Employment Standards Referees

Location: Employment Practices Branch. Legal Authority: Employment Standards Act, R.S.O. 1990, c.E.14, s.60(1). Information Maintained: Name and, in some cases, resumes. Uses: Select members of the panel of referees. Users: Branch director and administrative staff. Individuals in Bank: Referees and prospective referees. Retention and Disposal: Until member leaves panel and has no outstanding cases, then destroyed.

#### Employment Standards Act - Employee Complaints

Location: Employment Practices Branch. Legal Authority: Employment Standards Act, R.S.O. 1990, c.E.14, s.63(1). Information Maintained: Name, address, disposition of complaint, name of complaint, nature of complaint, wages. Uses: Investigate and resolve employee complaints of violations of the Employment Standards Act. Users: Branch administrative staff, Employment Standards officers, legal services staff. Individuals in Bank: Employees claiming their employer is in violation of the Employment Standards Act. Retention and Disposal: Normally two years, then destroyed; if held for collection, prosecution or other proceedings, destroyed after 15 years.

#### Garment Industry Schedules - Advisory Committee

##### Members Appointments

Location: Employment Practices Branch. Legal Authority: Industrial Standards Act, R.S.O. 1990, c.I.6, s.18(1). Information Maintained: Name, address, business and personal history. Uses: Assist in evaluating qualifications for appointment to advisory committee. Users: Branch administrative staff. Individuals in Bank: Management and labour representatives in garment industry. Retention and Disposal: Until member replaced, then destroyed.

#### Permits to Employ Homeworkers

Location: Employment Practices Branch. Legal Authority: Employment Standards Act, R.S.O. 1990, c.E.14, s.16(1). Information Maintained: Name, address, vacation pay, wages. Uses: Ensure homeworkers are paid at least minimum wage and vacation pay. Users: Branch administrative staff, Employment Standards officers, Legal Services staff. Individuals in Bank: Employees employed under permit as homeworkers. Retention and Disposal: One year after permit cancelled, then destroyed.

#### Unclaimed Wages

Location: Employment Practices Branch. Legal Authority: Employment Standards Act, R.S.O. 1990, c.E.14, s.66(1). Information Maintained: Name, address and amount being paid. Uses: Verify employees claims to unpaid wages. Users: Legislative Interpretation section staff and branch staff. Individuals in Bank: Employees who have not claimed wages collected from their former employers by the Employment Practices Branch. Retention and Disposal: Until superseded by updated report, then destroyed.

### Public Records

#### Referees' Decisions and Judicial Review Rulings

Purpose: Monitor referees' and courts' interpretations and application of the Employment Standards Act. Legal Authority: Employment Standards Act, R.S.O. 1990, c.E.14, s.68 and s.69. Information Maintained: Employee name, address, referee and judicial review decisions. Retrievability: Employer, then employee name. Retention and Disposal: Not determined. Access Procedures: Ministry



Library, 10th Floor, 400 University Avenue, Toronto;  
Employment Practices Branch, 4th Floor, 40 Dundas Street  
West, Toronto; see also Office of Adjudication for referee  
and adjudication decisions since October, 1991.

## **Centre for Disability and Work**

The Centre for Disability and Work provides education and information to employers and related organizations throughout the province to increase employment opportunities for persons with disabilities. The centre's activities include consulting services on accommodation practices, community projects with organizations serving persons with disabilities, and making available to the public a wide range of publications and printed materials dealing with disabilities and employment.

### **General Classes or Types of Records**

Centre for Disability and Work - Client Groups  
Centre for Disability and Work - Community Development  
Centre for Disability and Work - Public Relations and  
Information Services

## **Employment Agencies/Industrial Standards/Fair Wage**

The Employment Agencies Act, The Industrial Standards Act, and the Fair Wage Policy are also administered at the Employment Practices Branch.

The Employment Agencies Act provides for the licensing and regulation of employment agencies in Ontario. All agencies engaged in "permanent" placement must apply and qualify for a licence before undertaking any recruitment activity.

Under the Industrial Standards Act, employees and employers may jointly request a schedule of working conditions for their particular industry. The schedule must be prepared and accepted by both groups and approved by the ministry-in order to become the standard for that industry or trade in a designated zone. Any properly defined industry may take advantage of the legislation.

The Fair Wage Policy applies to government contracts and ensures that the employees working on government projects in the construction, building cleaning and security guard industries receive fair labour rates. Contractors are offered a measure of protection from unfair competition based on labour costs when bidding on government contracts. Such contracts contain wage and labour conditions which are applicable to the zone where the work is being carried out, and which must be adhered to by the contractor(s).

## **Program for Older Worker Adjustment (POWA)**

The Program for Older Worker Adjustment (POWA) is a joint federal/provincial program which offers financial assistance to workers between the ages of 55 to 64 who have been laid off due to a large-scale plant closure or downsizing.

To be eligible, the person must have been between the ages of 55 - 64 at the time of layoff; have little or no prospect for re-employment; must have been employed for 13 out of the last 20 years; must be a Canadian citizen or have landed status; the layoff from which worker was displaced must be approved by both federal and provincial Ministers; the worker must have exhausted federal unemployment insurance benefits (UIC).

## **Occupational Health and Safety Branch**

The branch provides program services related to the Construction Health and Safety Program, the Industrial Health and Safety Program, the Mining Health and Safety Program and the Mine Rescue Program. These services are provided through Area, District and Satellite Offices across the province. The programs administer the Occupational Health and Safety Act, and Regulations made under the Act, including regulations for Designated Substances, Agents and Materials and the Workplace Hazardous Materials Information System (WHMIS). They also administer the Smoking in the Workplace Act, sections of the Trades Qualification Act, the Atomic Energy Act, and Regulations respecting Uranium and Thorium Mining, and Mining and X-ray Safety.

Professional and Specialized Services, the Occupational Health Laboratory Service, the Radiation Protection Service and the Materials Testing Laboratory Service provide scientific and technical support to the programs.

The Regulation Development Unit coordinates the development of regulations for toxic substances, including designated substances regulations and regulations to protect workers from safety hazards made under the Occupational Health and Safety Act. The Health and Safety Studies Unit conducts occupational health and safety research studies, and provides consultation concerning the effects of occupational and environmental exposure to chemical or biological agents on human health.

Information and Administrative Services supports computer information systems and produces, publishes and distributes Acts, Regulations and other material.

### **General Classes or Types of Records**

Asbestos Exposure Report  
Asbestos Removal - Notification of Window Cleaning  
Employees

Asbestos Removal - Notice of Projects  
Asbestos Removal - Notification of Diving Operations  
Asbestos Removal - Registration of Window Cleaning Employees  
Asbestos Removal - Type 3 Notification  
Asbestos Removal - Trench Notification  
Asbestos in Construction - Approval for Variance  
Company/Employer, Environmental/Occupational Health and Safety Records  
Inspections and Investigations (including fatal and non-fatal accidents)  
Merged Support System (MESU) - Environmental Assessment Report  
Merged Support System (MESU) - Chest Clinic  
Merged Support System (MESU) - Radiation Protection Service  
Merged Support System (MESU) - Clinical Samples  
Mine Rescue Program  
Occupational Health and Safety Legislation  
Occupational Health and Safety Merged Information System  
Plans and Drawings (mines, buildings and installations, and policy and planning drawings reviews)  
Registration of Employers in the Construction Industry  
Royal Commission on Asbestos

### Manuals

Construction Health and Safety Operations Manual  
Health and Safety Support Services Branch Manual [under review]  
Industrial Health and Safety Officers' Manual  
Mining Health and Safety Officers' Manual

### Personal Information Banks

#### Compressed-Air Workers' Medical Reports

Location: Occupational Health and Safety Branch. Legal Authority: O. Reg. 213/91, s.352. Information Maintained: Name, employer, physical examination report and clinical evaluation, physician's name and recommendations, pre-employment history, social insurance number. Uses: Verify examining physician's recommendations regarding fitness to work in compressed-air chambers. Users: Ministry medical consultants and branch administrative staff. Individuals in Bank: Compressed-air workers in construction projects. Retention and Disposal: Forty years, then destroyed.

#### Compressed-Air Workers in Tunnelling Projects - Records

Location: Occupational Health and Safety Branch. Legal Authority: O. Reg. 213/91, s.352. Information Maintained: Name, address, age, dates of medical examinations, medical history, previous employment in compressed-air chambers, sex, social insurance number, telephone number. Uses: Monitor all cases of decompression sickness (bone narcosis); as evidence in any subsequent Workers' Compensation claim. Users: Tunnelling manager and administrative staff. Individuals in Bank: Workers employed

in tunnelling projects. Retention and Disposal: Forty years, then destroyed.

#### Job-Related Fatalities - (construction, industrial, mining)

Location: Occupational Health and Safety Branch. Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.51. Information Maintained: Name, age, coroner's report, date of death, marital status of deceased, prevailing conditions on site when accident occurred, sex, verdict of coroner's jury. Uses: Establish cause of accident; prevent similar accidents. Users: Ministry inspectors, coroners, coroner's juries, legal counsel, administrative staff. Individuals in Bank: Individuals who have died as a result of construction, industrial or mining accidents. Retention and Disposal: Lifetime of company plus 40 years (for industrial), 30 years (for construction and mining), then destroyed.

## Construction Health and Safety Program

The mandate of the Construction Health and Safety Program is to administer and enforce the provisions of the Occupational Health and Safety Act, Revised Statutes of Ontario, 1980 Chapter 321; Ontario Regulation 213/91 (Construction Projects); the Regulation Respecting Asbestos on Construction Projects (RRO 838/90); and the Regulation for Window Cleaning (RRO 859/90). The provisions of the Act encompass health and safety issues affecting on-site employees and employers in the construction industry, performing work underground, using compressed air, on buildings, streets, sewers and watermain, in window cleaning and in ship building and repair operations. Program operations include periodic inspection of related work sites, investigation of complaints, accidents, fatalities, refusals to perform unsafe work and allegations of reprisals. Strategies for obtaining compliance with the provisions of the Act and Regulations include consultation and advice concerning the appropriate remedial measures and contraventions of the legislation that could result in critical or fatal injuries to a worker, prosecution initiation or recommendation.

Professional engineering staff of Professional and Specialized Services provide technical expertise to program field inspectors, labour-management groups, manufacturers of equipment used in the construction industry and professionals such as architects and engineers.

Construction Safety Officers operate out of area and District offices.

## Industrial Health and Safety Program

Within the jurisdiction of the Occupational Health and Safety Act, the Industrial Health and Safety Program administers programs designed to reduce the incidence of illness and injury among workers in industry and institutions



including hospitals and schools. (For the construction and mining industries, see the Construction Health and Safety Program, and the Mining Health and Safety Program).

The program encourages employers and employees to assume primary responsibility for occupational health and safety in the workplace. Industrial Health and Safety Officers, operating out of Area and District offices throughout the province, periodically inspect industrial establishments and health care and educational institutions for compliance with Occupational Health and Safety Legislation. They investigate refusals to work, fatalities and serious accidents. The Professional and Specialized Services Unit provides support for these activities.

The main office is responsible for the provincial coordination of program delivery. The Industrial Health and Safety Program is delivered from the Area and District offices.

### Mining Health and Safety Program

This program administers the Occupational Health and Safety Act and the Regulations for Mines and Mining Plants. Open pits, quarries, metallurgical operations, sand, clay, shale and gravel pits, aggregate plants, peat workings and diamond drilling operations are periodically inspected to control occupational health and safety hazards in the workplace. The program investigates deaths, serious accidents and refusals to perform unsafe work; and consults with labour and management to increase their involvement in identifying and eliminating occupational health and safety hazards. Predevelopment plans of new and changing operations are reviewed by engineers of Professional and Specialized Services to check for occupational health and safety hazards before construction.

The Mining Health and Safety Program operates out of 11 field offices.

### Materials Testing Laboratory

By statute, all wire ropes used in mine-hoisting installations must be tested by the Materials Testing Laboratory before use and at intervals during service.

### General Classes or Types of Records

Wire Rope Testing Results and Reports

### Mine Rescue Program

The Mine Rescue Program trains specialists at each underground mine in mine rescue procedures to be followed in the event of a mine fire or disaster. The Mine Rescue training officers maintain a number of stations, as well as non-staffed substations equipped with breathing apparatus, fire fighting equipment, and other emergency equipment and

supplies to facilitate an immediate response to any mine emergency.

### Occupational Health Laboratory Service

The Occupational Health Laboratory Service performs chemical analyses of biological specimens, air samples and industrial materials, and assesses the exposure of workers to hazardous substances.

#### Personal Information Banks

##### Chemical Hazard Exposure Surveillance Files

Location: Occupational Health Laboratory Service. Legal Authority: O. Reg. 536/81. Information Maintained: Name, date of birth, employers, if able to bear children (females only), lead in urine and blood, occupation, reports on blood cholinesterase, sex, social insurance number. Uses: Detect levels of lead and other metals in workers; medical surveillance program. Users: Ministry laboratory technicians and medical staff. Individuals in Bank: Industrial workers exposed to substances and requiring medical surveillance. Retention and Disposal: Lifetime of company, then destroyed.

### Professional and Specialized Services

The program has a multidisciplinary team of professionals providing consultation and guidance to clients, toxicological assessment of chemicals, notifiability of new chemical and biological agents, statistical analysis of occupational health data, coordination of training programs and direction of field research.

Professional and Specialized Services engineers perform predevelopment reviews of new projects and provide engineering expertise to the Construction, Industrial and Mining Health and Safety Programs. Diving specialists administer the Diving Regulation. Health and Safety Mediator/Advisors assist in resolving conflicts relating to workplace health and safety. Employment Practices Mediator/Advisors advise on compliance with Employment Standards Legislation and mediate in Section 67 and 68 (Employment Standards Act) appeals. Occupational health professionals including physicians, nurses, hygienists, ergonomists, technicians, scientists and radiation physicists provide consultations to prevent occupational diseases.

#### Personal Information Banks

##### Compressed-Air Workers' Medical Reports

Location: Professional and Specialized Services. Legal Authority: R.R.O. 1990, Reg. 854, s.260. Information Maintained: Name, employer, physical examination and clinical evaluation, physician's name and recommendations, pre-employment history, social insurance number. Uses: Verify examining physician's recommendations regarding

fitness to work in compressed-air chambers. Users: Ministry medical consultants and branch administrative staff. Individuals in Bank: Compressed-air workers in construction projects. Retention and Disposal: Forty years, then destroyed.

#### Exposure to Potentially Hazardous Processes - Individual Medical Records

Location: Professional and Specialized Services. Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.12(3). Information Maintained: Name, address, age, medical information, physician's opinion, report from Workers' Compensation Board. Uses: Assist in resolving Workers' Compensation claims for occupational diseases by determining involvement with potentially hazardous industrial processes. Users: Ministry medical consultants. Individuals in Bank: Employees exposed to potentially hazardous processes. Retention and Disposal: Lifetime of company, plus 40 years, then destroyed.

#### Hazardous or Potentially Hazardous Environmental Conditions - Medical Studies

Location: Professional and Specialized Services. Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.12(3). Information Maintained: Name, OHIP number, address, cause of death (if applicable), driver's licence number, environmental factors, medical information, parents' occupation, personal habits, place and date of birth, residence history, sex, social insurance number, work history. Uses: Health surveillance. Users: Ministry's staff. Individuals in Bank: Individuals suspected at risk from either environmental or occupational factors. Retention and Disposal: Forty years after study completed, then transferred to archives.

### **Chest Clinic**

The Chest Clinic deals with identification and prevention of respiratory diseases from occupational exposure to hazardous dusts. Regular surveillance of workers is handled through the Chest Clinic. Chest X-rays are interpreted and stored here, and in some circumstances, through a mobile X-ray unit, the Clinic also provides facilities for X-rays for workers at their workplaces.

#### **Common Records**

Workers' Compensation

#### **General Classes or Types of Records**

Medical Records

Medical Studies

#### **Personal Information Banks**

##### Industrial Employees' Medical Records

Location: Chest Clinic. Legal Authority: R.R.O. 1990: Reg. 845, s.16; Reg. 842, s.17; and Reg. 837, s.16. Information

Maintained: Name, address, date of birth, doctor's name and address, employer, medical reports compiled from pulmonary function tracings/chest x-rays, occupation, occupation, social insurance number. Uses: Information source for compensation claims relating to occupational lung diseases, particularly for Workers' Compensation claims; evaluate progress of chest disease. Users: Branch technicians, medical consultants and administrative staff. Individuals in Bank: Industrial employees examined at the Medical Services Chest Clinic. Retention and Disposal: Forty years, then destroyed.

##### Lung-Capacity Testing Results (pulmonary function tracings)

Location: Chest Clinic. Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.12(3). Information Maintained: Name, employer, graph of lung-capacity testing results, height, sex, social insurance number, year of birth. Uses: Prepare report for family or company physician. Users: Chest Clinic medical and technician staff. Individuals in Bank: Miners who have taken lung-capacity testing through the Chest Clinic services. Retention and Disposal: Forty years, then paper destroyed and microfilm transferred to archives.

##### Miners' Medical Records

Location: Chest Clinic. Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.12(3). Information Maintained: Name, clinical notes and opinion of physician, date of birth, family history of illness, place and country of birth, social insurance number, unemployment insurance claim number, x-ray films. Uses: Provide information for diagnosis and treatment, Workers' Compensation claims and mining statistical program. Users: Ministry medical staff. Individuals in Bank: Miners. Retention and Disposal: Forty years, then destroyed.

##### Workers' Compensation Board Claimants - Medical Files and Chest X-Ray Films

Location: Chest Clinic. Legal Authority: R.R.O. 1990: Reg. 845, s.16; Reg. 842, s.17; and Reg. 837, s.16. Information Maintained: Name, medical report and chest x-rays. Uses: History of individual cases; research files in case histories of slow-growth lung diseases such as silicosis. Users: Branch medical and technician staff. Individuals in Bank: Individuals claiming Workers' Compensation where occupationally related chest disease has been diagnosed. Retention and Disposal: Forty years, then transferred to archives.

### **Radiation Protection Service**

The Radiation Protection Service conducts tests and provides advice to protect workers and the general public from the harmful effects of radiation. This office administers the X-ray Safety Regulation (RRO 861/90) under the Occupational Health and Safety Act. The



laboratory within the service analyses the radioactivity of materials from mining operations, nuclear reactors and users of isotopes.

### General Classes or Types of Records

Radioisotopic Licences

### Personal Information Banks

#### Radiation Exposure Reports

Location: Radiation Protection Service. Legal Authority:

Ministry of Labour Act, R.S.O. 1990, c.M.29, s.6(a).

Information Maintained: Name, badge radiation readings, badge serial number, date badge used from, group code (company name), report date, type of radiation received.

Uses: Statistical analysis; monitor companies for high readings; set radiation standards. Users: Senior Radiation Protection Service staff. Individuals in Bank: Workers using X-rays and/or atomic radiations. Retention and Disposal: One year, then destroyed.

## Agencies

### Occupational Disease Panel

The Occupational Disease Panel is mandated to investigate possible industrial diseases in the province, make findings on probable connections between diseases and the workplace, develop criteria and eligibility rules for evaluating compensation claims and report its findings to the Workers' Compensation Board.

### General Classes or Types of Records

Evidentiary Base

Industrial Diseases Studies

Minutes

### Office of the Employer Adviser

The Office of the Employer Adviser (OEA) provides advisory services to employers registered with the Ontario Workers' Compensation Board (WCB) by responding to telephone inquiries, assisting in appeals and representing clients at the Workers' Compensation Board and Workers' Compensation Appeals Tribunal. Through training and education programs and publications, the OEA enables employers to become more self-reliant in the management of WCB claims. In addition, the OEA supports advocacy on Workers' Compensation policy on behalf of employers.

The OEA is an agency of the Ministry of Labour and provides advice and representation free of charge to employers. The OEA budget is fully charged back to the WCB.

The office delivers programs through regional and field offices.

### General Classes or Types of Records

Office of the Employer Adviser - Client Files

### Personal Information Banks

#### Office of the Employer Adviser - Client Files

Location: Office of the Employer Adviser. Legal Authority: Workers' Compensation Act, Section 77. Information Maintained: Advisor's personal notes, copies of WCB claim file materials, decisions from the Tribunal, letter to client, photographs, physician's reports, progress data sheets, records of verbal conversations, research material, transcripts, witness statements. Uses: Used to assist employers with appeals and in their dealings with the Workers' Compensation Board; provide information on WCB procedures and policy, and attend WCB and Appeals Tribunal Hearings. Users: Office administrative staff and Employer Advisers. Individuals in Bank: Employers who deal with the OEA and WCB. Retention and Disposal: Records destroyed 12 years after case is closed.

### Office of the Worker Adviser

The Office of the Worker Adviser (OWA) assists and represents injured workers with WCB claims through all stages of the Workers' Compensation System, including appeals before the Workers' Compensation Board and Workers' Compensation Appeals Tribunal. A resource and information service focusing on Workers' Compensation issues is also available to the public.

Worker Adviser service is provided outside Toronto through Regional Offices.

### Personal Information Banks

#### Office of Worker Adviser - Client Files

Location: Office of the Worker Adviser. Legal Authority: Workers' Compensation Act, R.S.O. c.W.11. Information Maintained: Name, age, education and employment history, family status, financial information, medical evaluation, national or ethnic origin, psychiatric evaluations, psychological data, sex. Uses: Establish and prove client's entitlement to benefits and services pursuant to the Workers' Compensation Act; prepare statistics; evaluate program. Users: Worker advisers and branch administrative staff. Individuals in Bank: Injured workers claiming benefits under the Workers' Compensation Act. Retention and Disposal: Records are destroyed 12 years after the case is closed.

## **Ontario Labour Relations Board**

The Ontario Labour Relations Board is a neutral, quasi-judicial tribunal which administers the Ontario Labour Relations Act. The Act gives the board power to deal with specific labour relations matters, including: certification of a trade union, termination of a trade union's bargaining rights, complaints of unfair labour practices, first contract arbitration, declarations of successorship of employers or trade unions, cease and desist orders and declarations of illegal strikes and lockouts, trusteeship of locals of trade unions, consent to prosecute, arbitration of grievances in the construction industry and trade union jurisdictional disputes.

The board also deals with declarations of illegal strikes and lockouts, cease and desist orders and consents to prosecute under the School Boards and Teachers' Collective Negotiations Act; employee complaints of being disciplined, penalized or coerced for acting in compliance with the Occupational Health and Safety Act, Smoking in the Workplace Act and the Environmental Protection Act; and declarations of successorship under the Successor Rights (Crown Transfers) Act. Certain provisions of the Hospital Labour Disputes Arbitration Act and the Colleges Collective Bargaining Act are administered by the board.

For the general public, the board publishes an Annual Report, a booklet entitled "Guide to the Labour Relations Act", a monthly report of decisions entitled "Ontario Labour Relations Board Reports", and three pamphlets: "Rights of Employees, Employers and Trade Unions", "Certification by the Ontario Labour Relations Board", and "Unfair Labour Practice Proceedings Before the Ontario Labour Relations Board". The board's library is also open to the public (telephone: 416-326-7469).

### **General Classes or Types of Records**

Case Files  
Judicial Reviews  
OLRB Reports Subscriptions

## **Pay Equity Commission**

The Pay Equity Commission has been established to assist all parties in achieving and maintaining pay equity in the workplace. The Pay Equity Office has a mandate to provide information and public education, policy and research, and complaint resolution. The Pay Equity Hearings Tribunal hears and determines all matters and disputes that arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, individual employee, or if the matter is referred to the tribunal, by the Pay Equity Office.

Implementation of the Pay Equity Act is a self-managed process undertaken by employers and employees or bargaining agents, with minimal involvement, if any, from the commission.

### **General Classes or Types of Records**

Background Materials Relating to Bills 105, 154 and 168  
Case Files and Indices  
Policies and Guidelines for Interpreting the Act  
Published Educational Materials on Pay Equity  
Research Papers on Predominantly Female Sectors of the Economy

### **Personal Information Banks**

#### **Pay Equity Office - Complaints Files**

Location: Pay Equity Commission. Legal Authority: Pay Equity Act, R.S.O. 1990, c.P.7. Information Maintained: Name and address of complainant, objector and respondent; name and address of enquirers. Uses: Investigate and resolve objections and complaints; respond to enquiries; maintain statistics on complaints, objections and enquiries. Users: Pay Equity Office staff. Individuals in Bank: Complainants, objectors, respondents and enquirers. Retention and Disposal: Not determined.

## **Pay Equity Hearings Tribunal**

The Pay Equity Hearings Tribunal, an independent quasi-judicial adjudicative body, hears and decides disputes between parties in relation to the Pay Equity Act. Hearings are held at the request of employees, employers, trade unions or on referral from the Pay Equity Commission.

### **General Classes or Types of Records**

Case Files

## **Workplace Health and Safety Agency**

The Workplace Health and Safety Agency (WHSA) is responsible for overseeing educational and training programs, promoting public awareness of occupational health and safety, funding research, certification of health and safety representatives on joint health and safety committees, and the accreditation of employers. The WHSA reports to the Minister of Labour.

### **Personal Information Banks**

#### **Transfer Payment Fund**

Location: Workplace Health and Safety Agency. Legal Authority: Ministry of Labour Act, R.S.O. 1990, c.M.29, s.6(a). Information Maintained: Name, address, age, assessments for eligibility, education, employment history, income, nationality, references, sex, social insurance number, telephone numbers, transcripts of marks. Uses: Determine eligibility and availability for grant. Users: Agency officials, awards committee. Individuals in Bank: Applicants for bursaries and awards (applied research). Retention and Disposal: Ten years, then destroyed.



# LAMBTON COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Lambton College of Applied Arts and Technology  
P.O. Box 969  
Sarnia, Ontario  
N7T 7K4  
(519) 542-7751

## Access

Freedom of Information and Privacy Coordinator  
Lambton College  
P.O. Box 969  
Sarnia, Ontario  
N7T 7K4  
(519) 542-7751



A public reading room for the review of manuals and other information is open during regular office hours in the college library at the Sarnia Campus.

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Lambton College provides high-quality education and training in technology, applied arts, business, health sciences, and general arts and science, with a flexible learning environment for adults who wish to find meaningful work and self-fulfilment in a changing society.

Lambton College is governed by a Board of Governors and is organized into four divisions reporting to the President. The college's primary campus and administrative headquarters are on London Road in Sarnia with a secondary site on Front Street in Sarnia.

## Academic

The division is headed by the Vice President, Academic and is responsible for all educational offerings. It has six departments: Technology and Applied Science, Business and General Arts, Health Sciences and Applied Arts, Industrial Training, Continuing Education and Development.

### Common Records

FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Teacher Workload Records (Standard Workload Form)

## Administration

The division provides administrative support services for the college and is headed by a Vice President. The division is organized into five departments: Finance, Computer Services, Purchasing, Bookstore.

### Common Records

Board of Governors Membership  
Employee Personnel, Payroll and Benefits Records

## Board of Governors

The board of governors is appointed by the Ontario Council of Regents and is responsible for establishing college goals and policies, allocating resources and for the general overview of college operations. The President is an ex-officio member of the board.

### Common Records

Board of Governors Membership

### General Classes or Types of Records

Appointment Records to Board and Advisory Committees  
Bylaws  
Committee Records  
Membership Register  
Minutes  
Policies

## Human Resources and Facilities

The division is headed by a Vice President and is organized into two departments: Human Resources and Physical Resources.

### Common Records

Employee Personnel, Payroll and Benefits Records  
Health and Medical Records  
Ombudsman/Human Rights Commission  
Workers' Compensation

## International Education

This office is responsible for the recruitment of international students, faculty and student foreign exchanges, and contract work involving other countries.

### General Classes or Types of Records

Faculty/Student Exchanges  
Foreign Contracts  
International Student Recruitment

## President's Office

Appointed by and responsible to the Board of Governors, the President is Chief Executive Officer responsible for planning and for managing the business affairs of the college.

**Common Records**

Board of Governors Membership

**Student Services Division**

The division is headed by a Vice President and provides a variety of support and enrolment services for students. The division has seven departments: Registrar, Educational Resources, Placement and Career Services, Financial Aid and Housing, Athletics, Student Recruitment/Public Relations and Facilities Scheduling and International Education.

**Common Records**

Graduate and Alumni Records

Health and Medical Records

Library Users Lists

Ontario Student Assistance Program

Student Applications

Student Athletics and Fitness Programs

Student Counselling

Vocational Testing and Counselling

**General Classes or Types of Records**

Faculty/Student Exchanges

Foreign Contracts

International Student Recruitment



# LE COLLÈGE DES GRANDS LACS D'ARTS APPLIQUÉS ET DE TECHNOLOGIE

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## Head

Chair, Board of Governors  
Le Collège des Grands Lacs d'arts appliqués et de technologie  
76 Division Street, 5th Floor  
Welland Ontario  
L3B 2Z7

## Access

Director of Administration, Finance and Human Resources  
Le Collège des Grands Lacs d'arts appliqués et de technologie  
595 Bay Street, Room 403,  
Box 42  
Toronto Ontario  
M5G 2C2

A public reading room for the review of manuals and other information is open during office hours at the following address: Administrative Centre, 76 Division Street, 5th Floor, Welland, Ontario L3B 3Z7

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Le Collège des Grands Lacs is the first francophone postsecondary distance education institution in Ontario. The College has an Administrative Centre and five access sites located in Central/Southwestern Ontario, in Hamilton, Penetanguishene, Toronto, Welland and Windsor. The Administrative Centre is located in Welland.

Using a unique distance education concept, all the Collège des Grands Lacs' access sites are linked by enhanced audioconferencing, interactive videoconferencing, audiographics and computer systems. In this way, each site can broadcast and receive information interactively. Students can receive quality instruction at the Collège des Grands Lacs, whether they are located in Hamilton, Penetanguishene, Toronto, Welland or Windsor. Everyone can communicate with their classmates at the other access sites. Students can thus pursue their postsecondary education in French without leaving their own cities.

The Collège des Grands Lacs offers a variety of programs that include training practicums in cooperation with different organizations and businesses that agree to make the necessary on-the-job training resources available to students. The practicums allow students to acquire more thorough

training that equips them for the challenges of the job market.

The college's motto, "connected to the future and open to the world", is an apt reflection of today's concerns. The use of communication technologies and computer networks such as the Internet will round off the student's education.

## Board of Governors

The Board of Governors of the Collège des Grands Lacs is appointed by the Ontario Council of Regents and is responsible for establishing college goals and policies and overseeing college operations assisted by a number of standing committees and two advisory groups.

## Continuing Education

The Dean of Continuing Education is responsible for planning, negotiating, coordinating and administering non-traditional education activities.

The Continuing Education area offers programs and services to adults interested in acquiring specialized training and to those seeking jobs. It also offers local businesses consulting, training and financing services in the area of vocational training.

This area administers the Skills Development Office, the FUTURES, Basic Skills and Basic Skills in the Workplace programs, Part-time studies and other special projects.

## Common Records

FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees

## General Classes or Types of Records

Client Records  
Community Information-(Sponsoring Individuals and Organizations)  
Employer Records  
Lifelong Learning-Program Calendars and Mailing Lists  
Mailing Lists for Skills Development Courses  
Minutes of Program Committee Meetings

## Finance, Administration and Human Resources

The Director of Finance, Administration and Human Resources is responsible for issues relating to the College's overall financial administration such as material, financial and human resources, purchasing, internal audit and other operational activities of the access site.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Employment Equity Program

Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Job Competitions and Applications  
Medical Information (Personnel)  
Teacher Workload Records (Standard Workload Form)  
Travel/Expense Accounts  
Vocational Testing and Counselling  
Workers' Compensation

#### **General Classes or Types of Records**

Minutes of the Resource Committee

### **Innovation and Development**

The Director of Innovation and Development is responsible for the Registrar's Office and student services, technology and computer services and community relations and marketing for the College. Student services include the resource centres, financial aid, special needs and upgrading.

#### **Common Records**

Career Planning/Training  
Co-op, Work Term, Final Job Placements  
Health and Medical Records  
Library Users Lists  
Ontario Student Assistance Program  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Counselling  
Student Registration and Academic History  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

#### **General Classes or Types of Records**

Admission Requirements  
Class Timetables  
Mailing lists of College partners such as Community Organizations

#### **Manuals**

Procedures

### **Postsecondary Education**

The Dean of Postsecondary Education is in charge of postsecondary education activities in the Hamilton, Penetanguishene, Toronto, Welland and Windsor access sites. These activities come under two program groups: Health Sciences and Community Service and Administration and Technology.

The Postsecondary Education area also develops and implements full-time study programs and acts as liaison between the College's different partners to obtain on-the-job training placements for students in hospitals, day care centres and public sector organizations, for instance. This

area also enforces provincial standards in general education, generic skills and vocational development.

The Instructional Design and Support Centre is part of the Postsecondary Education area. The Centre develops college distance education pedagogy, designs and evaluates programs, produces resource guides and other necessary learning materials and develops learning assessment methods.

#### **Common Records**

Library Users Lists  
Student Appeals (disciplinary, administrative, academic)  
Student Registration and Academic History  
Tests, Examinations and Assessments

#### **General Classes or Types of Records**

Admission Requirements  
Meetings  
Minutes of Program Committee  
Practicum Requirements  
Request for Proposals  
Resource Guides  
Tenders  
Training Plans

### **President's Office**

Appointed by and responsible to the Board of Governors, the President administers the college's teaching and administrative activities, directs strategic planning activities and is fully responsible for the management of college operations and personnel. In addition, the President provides administrative support to the Board of Governors.

#### **Common Records**

Board of Governors Membership  
Employee Personnel, Payroll and Benefits Records

#### **General Classes or Types of Records**

By-laws  
Minutes  
Policies

#### **Manuals**

President's Office procedures manual



# LIQUOR CONTROL BOARD OF ONTARIO

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## Head

### Chair

Liquor Control Board of Ontario  
55 Lake Shore Boulevard East  
Toronto, Ontario  
M5E 1A4  
(416) 864-2400

## Access

Freedom of Information and Privacy Coordinator  
Liquor Control Board of Ontario  
Suite 101, 55 Lake Shore Boulevard East  
Toronto, Ontario  
M5E 1A4  
(416) 864-2462



A public reading room for the review of manuals and other information is open during regular office hours at Suite 101, 55 Lake Shore Boulevard East, Toronto.

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Under the provisions of the Liquor Control Act, the Liquor Control Board of Ontario (LCBO) purchases spirits, wines and beers from 40 countries worldwide for sale in a socially responsible manner to Ontario consumers and to the province's 15,000 licensed establishments.

Revenues generated by the LCBO help fund a wide range of important provincial government social programs and services.

The LCBO operates five regional warehouses that service more approximately 600 retail liquor stores throughout Ontario. Through this integrated distribution network, more than 2,800 General List products are available to consumers.

The LCBO also operates four Vintages stores, as well as Vintages' Corners in many of its regular stores, offering an additional 1,500 premium wines, beers and spirits, frequently as special releases and one-time offerings. Vintages' products can also be ordered through regular LCBO stores. Consumers can order thousands more unique and hard-to-find products through the LCBO's Private Stock ordering program.

In keeping with its strategy of matching products and services with the needs of the community and marketplace, the LCBO operates 87 agency stores in partnership with established retailers in mostly northern communities where the local population is insufficient to support a regular LCBO store.

For travellers leaving the country, there are duty-free stores at Pearson International Airport and another at Ottawa International Airport. In addition, the LCBO regulates 11 land border point duty-free stores. It also regulates the sale of beer through more than 400 Brewers Retail stores. The LCBO oversees the production of Ontario wine and its sale through some 326 authorized retail outlets owned by various wine producers operating in the province.

A recognized world leader in technological analysis and research, the LCBO's Quality Assurance Laboratory regularly tests alcoholic beverages sold in Ontario. This testing ensures products sold by the LCBO comply with the standards required under the Federal Food and Drugs Act and the LCBO's own high standards for consistent quality and taste.

For more information about LCBO products and services, call the LCBO Infoline toll-free at 1-800-668-5226. In Toronto call 365-5900.

## Distribution Division

This division is responsible for ensuring transportation, customs and warehousing services.

### General Classes or Types of Records

BRI (Management Reports)  
Consignment Records  
Custom-Bonded Warehouse  
Customs and Traffic Documentation  
Inventory Records  
Policy (for general management)  
Private Stock  
Statistical Analysis  
Systems Documentation  
Traffic and Customs  
Various Data Bases

### Personal Information Banks

#### Private Stock Agents

Location: Distribution Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L. 18, s.3. Information Maintained: Name, address, application forms, business background. Uses: Determine suitability of applicant to operate as a private stock agent. Users: Private Stock Department staff and Legal Office. Individuals in Bank: Individuals seeking authority to operate as private stock agents. Retention and Disposal: Not determined.

## Finance and Administration Division

The division develops and maintains financial systems for LCBO funds and assets, administers the government's pricing policies, develops cost-justification standards,

performs post-project financial evaluations and is responsible for all administrative matters and support services in the LCBO. It is comprised of Treasury Operations, Accounting Operations, Budgets and Financial Planning, Financial Quality Assurance, Financial and Policy Planning and Administration.

#### **Common Records**

Employee Personnel, Payroll and Benefits Records

#### **General Classes or Types of Records**

Accounts Payable and Receivable  
Administrative Services Correspondence  
Banking  
Budget Control Records  
Committee Meetings - Minutes  
Expense Claims  
Financial Statements - Annual Reports  
General Ledger  
Insurance Claims  
Payroll Records  
Print, Mail and Messenger Service  
Products Pricing Policy Records  
Purchase Orders  
Records Management  
Special Studies and Review Projects  
Supplier/Vendor Information and Lists  
Visual Identity Records

#### **Manuals**

Budget Manual (stores)  
Records and Forms Management

#### **Personal Information Banks**

##### Garnishment of Wages

Location: Finance and Administration Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, address, personal financial information. Uses: Determine proper deductions from employee wages due to garnishments. Users: Payroll Office staff. Individuals in Bank: LCBO employees. Retention and Disposal: Not determined.

##### TD1 Exemption Forms

Location: Finance and Administration Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, address, date of birth, information relating to dependants, social insurance number. Uses: Determine tax exemptions when issuing paycheques. Users: Payroll Department staff. Individuals in Bank: LCBO employees. Retention and Disposal: Current plus four years, then disposed.

##### Vintage Courtesy Card Applications

Location: Finance and Administration Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3.

Information Maintained: Name, address, credit check information, driver's licence number, employment, salary, social insurance number, spouse's name. Uses: Determine suitability of applicant to receive a vintage courtesy card. Users: Staff of Retail Accounting Department. Individuals in Bank: Individuals applying for vintage courtesy cards. Retention and Disposal: Not determined.

### **Human Resources Division**

The division develops and administers policies and procedures in the following areas: HR programs, compensation programs, benefits and employee records, HR systems development, staffing, equal opportunity and human rights, planning, training and development, employee relations, negotiation, interpretation and administration of collective agreement, grievance and arbitration proceedings, health and safety and workers' compensation administration.

The division includes the Vice President's office, Compensation Initiatives, Employee Assistance Program, Corporate Benefits and Administration, Corporate Human Resources Initiatives, Human Resources Services (which includes Head Office and Regional Offices) Employee Relations (which includes Occupational Health and Safety, Workers' Compensation) Human Resources Information Systems.

#### **Common Records**

Employment Equity Program  
Workers' Compensation

#### **General Classes or Types of Records**

Benefits (staff and management)  
Budgets and Financial Statements  
Business Proposals/Plans  
Committee Meetings - Minutes and Recommendations  
Compensation (staff and management information)  
Human Resource Planning (research and comparative information)  
Job Classification (systems, surveys)  
Recruitment and Selection  
Special Studies/Projects (attitude surveys, French language proficiency)  
Training and Development (programs and schedules)  
Tuition Assistance (applications, reimbursements)

#### **Personal Information Banks**

##### Attendance Recording System

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, attendance history, date of birth, social insurance number. Uses: Record absences and/or hours worked. Users: Line managers, department staff. Individuals in Bank: All permanent, permanent part-time and contract



employees. Retention and Disposal: Fifty years from date of termination, then destroyed.

#### Corporate Human Resources Initiatives

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, French language proficiency level, career development plans, date of birth, education and training, employment history, performance appraisal summaries, remuneration, social insurance number, succession data, work location. Uses: Identify employee skills, interests and qualifications for possible development, promotion and work assignment; compile statistical information. Users: Human Resources Planning and Development staff, line and senior managers, Succession Planning Committee. Individuals in Bank: Full-time, part-time, contract and casual LCBO employees. Retention and Disposal: Current plus five years, then destroyed.

#### Employee Records, Benefits and Compensation (Personnel Files)

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, Name, address, beneficiaries, correspondence, date of birth, sex, discipline reports, education, employment and remuneration history, employment contracts, information release consent forms, injury claims, job applications, marital status, memos, merit increase recommendations, miscellaneous performance observations, notes to file (telephone conversations, questions asked, advice given), performance appraisals, present position and work location, record of inconsistent use/disclosure, retirement options, social insurance number, spouse's/dependants' information, tax exemptions, termination data, training/development details, tuition assistance requests, unemployment insurance records, union affiliation, vacation, sick time and other leaves of absence, veteran status. Uses: Administer benefits and compensation; prepare payroll; document current employment status; general personnel management administration; record career objectives and development as well as work history. Users: Human Resources staff, line and senior managers, Audit staff, executive offices, LCBO employees. Select information to Payroll Department, Ministry of Government Services (Employee Benefits and Data Services), employees' union, insurance companies. Individuals in Bank: Full-time, part-time, casual and contract LCBO employees. Retention and Disposal: Fifty years after termination, then destroyed.

#### Employee Relations Information

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, address, telephone number, correspondence, employment history, work location, final disposition of grievance, grievance forms, job classification, negotiations, notices, records of meetings, relevant

documentation, resolution proposals, responses. Uses: Document the process and resolution of grievances; identify differences in interpretation/administration of the collective agreement; identify area of disagreement between employer, employees and the union. Users: Staff Relations and senior Human Resources and management staff, legal counsel. Individuals in Bank: LCBO employees submitting grievances under the collective agreement. Retention and Disposal: Fifty years, then destroyed.

#### Equal Opportunity

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Social insurance number, Employee number, disability/impairment, ethnic origin, language(s) spoken, sex. Uses: Assess Equal Opportunity Program; compile demographic and other statistical analyses. Users: Equal Opportunity staff, Vice-Presidents, Executive Vice-President. Individuals in Bank: Full- and part-time LCBO employees. Retention and Disposal: 6 years minimum for any reports prepared from this information.

#### Formal Complaint Information

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, action taken, correspondence, department, investigation documents, job classification, start date, legal consultation advice, name of respondent(s), name of witness(es), notice of formal complaint, recommendations, statement of complaint, summary report, third party statements. Uses: Record complaints, investigation and action taken. Users: Directors, vice-presidents, LCBO legal counsel, executive offices. Individuals in Bank: Permanent management and excluded staff who have had a formal complaint. Retention and Disposal: Not determined.

#### Health Centre Information

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, address, telephone number, date of birth, sex, correspondence concerning health problems, current physical condition, disability, employment history, family doctor, general medical information, job classification, marital status, medical history, pay rate, social insurance number, time loss. Uses: Record medical history, present physical and mental condition, ability to perform assigned duties; document disability and absence due to illness or injury; authorize sick leave payments. Users: Health Centre staff. Individuals in Bank: Permanent, part-time and casual LCBO employees. Retention and Disposal: Fifty years after termination, then destroyed.

#### Human Rights Information

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Details of discrimination, Ombudsman's

investigation material; names of complainant(s), correspondence, harassment or other human rights complaints, manager, minutes of meetings, recommendations for resolution, respondent(s), statements, supervisor, witnesses and interested parties; investigation documentation. Uses: Document incidents; investigate and resolve complaints. Users: Human Rights staff, senior management. Individuals in Bank: LCBO employees who have lodged complaints. Retention and Disposal: Not determined.

#### Recruitment/Selection Information

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, address, telephone number, application for employment, application for posted competition, character references, correspondence, date of birth, education, employment history, employment references, job classification, job competition criteria (qualifications, interview questions), job vacancy postings, language skills, lists of competition candidates, performance evaluations, recruitment procedure documentation/authorization, security clearance, seniority dates, social insurance number, test results, work location. Uses: Identify candidates for employment opportunities; document recruitment/selection procedure. Users: Human Resources Services staff, line managers, selection panels, senior employees. Individuals in Bank: Applicants, LCBO employees. Retention and Disposal: Applications - 18 months, then destroyed; competition files - current plus 2 years, then destroyed.

#### Security Clearance Information

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, address, conviction(s), date and particulars of offence(s), date of birth, sentence, social insurance number, trial date and location. Uses: Determine suitability for employment. Users: Vice-President, Human Resource Division. Individuals in Bank: Applicants seeking permanent or temporary employment with the LCBO. Retention and Disposal: Eighteen months, then destroyed.

#### Training and Development Information

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, address, work location, work telephone number, certificate, diploma, degree, completion results, test scores, correspondence, course locations, job classification, length of service, reimbursement information, smoker/non-smoker, social insurance number, trainers' schedules, workshop participation. Uses: Record employee's training history; provide information for course eligibility and reimbursement of expenses; develop additional training programs. Users: Human Resources training staff. Individuals in Bank: Full-time, part-time and casual employees. Retention and Disposal: Not determined.

#### Workers' Compensation Information

Location: Human Resources Division. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L.18, s.3. Information Maintained: Name, address, appeal information, correspondence, details of accidents/injuries, disposition of claims, documentation, employment history, medical information, name of family doctor, names of medical practitioners consulted, names of witnesses, pay rate, position classification, social insurance number, statements of disability, time loss. Uses: Document accidents and injuries; supply information for disposition of claims; authorize leave; record eligibility to resume work. Users: Health Centre and Human Resources staff. Individuals in Bank: Permanent and temporary LCBO employees. Retention and Disposal: Fifty years after termination, then destroyed.

### **Information Technology Division**

The Information Technology Division provides information systems and services to support senior management in meeting the LCBO mission. It is comprised of the Systems Facilities, Information Services and Information Technology Planning departments.

#### **General Classes or Types of Records**

Business Plans  
Central Computer Standards and Procedures  
Computer Facilities and Uses  
Project Plans  
Security Access  
Software and Hardware Inventory  
Software and Hardware Standards and Guidelines  
Systems Development Standards and Procedures  
Various Databases

### **Merchandising Division**

This division is responsible for marketing research activity, in-store merchandising activity (including store layouts), product management (including selection of products and assortment planning), as well as program development of new merchandising initiatives. It is comprised of the Product Management Department, Quality Assurance, Marketing Research, Marketing Communications, Pricing Administration and Vintages.

#### **General Classes or Types of Records**

Customer Surveys  
LCBO Sale of Data program  
Laboratory Analysis Reports  
Market Research  
Product Displays  
Products and Listings  
Promotional Items  
Purchases of Spirits, Wine and Beer



## Office of the Chair

The Office of the Chair is comprised of the Chair's Office, Legal Counsel, General Audit, Corporate Relations Division (Communications Department, Board of Directors) and Corporate Affairs Division (Policy and Issues Management Department, Social Responsibility and Environment Department, French Language Services Department, Freedom of Information Office).

### General Classes or Types of Records

Audit Records  
Board Meetings - Minutes and Correspondence  
Briefing Notes  
Cabinet Submissions  
Communications Records  
Corporate Initiatives - Reports and Studies  
Correspondence  
Draft Legislation  
General Correspondence  
Legal Records  
Management Board Submissions  
Orders-in-Council  
Policy Proposals and Position Papers

### Manuals

Administrative Manual  
Freedom of Information Manual

### Personal Information Banks

Duty-Free Shops at Land Border Points and Airports  
Location: Office of the Chair. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L. 18 s.3. Information Maintained: Contracts (LCBO/private operators of duty-free shops in Ontario). Uses: Bill private operators for duty-free liquor purchases; ensure private operators conform to the terms of the contract. Users: Legal Office, Policy and Issues Management, Traffic and Customs. Individuals in Bank: All private operators of duty-free liquor shops in Ontario. Retention and Disposal: Not determined.

### Liquor Delivery Service Files

Location: Office of the Chair. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L. 18 s.3. Information Maintained: Name, address, application and reference check forms, business/personal background, criminal record history. Uses: Determine suitability of applicant to operate a liquor delivery service. Users: Environmental management staff. Individuals in Bank: Individuals/Companies seeking authority to operate a liquor delivery service. Retention and Disposal: Files pending transfer to the Liquor Licence Board of Ontario.

### Sacramental Wine Vendors

Location: Office of the Chair. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L. 18, s.3. Information Maintained: Name, address, application forms. Uses:

Determine suitability of applicant to operate as a sacramental wine vendor. Users: Legal Office, Audit, Policy and Issues Management. Individuals in Bank: Individuals/Companies seeking authority to operate as a sacramental wine vendor. Retention and Disposal: Not determined.

### Wine and Spirits Writers

Location: Office of the Chair. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L. 18, s.3. Information Maintained: Names and home addresses of wine and spirits writers. Uses: Distribute information such as news releases, product updates, price lists, etc., to wine journalists on a weekly basis. Users: Communications Department staff. Individuals in Bank: Individuals/companies seeking authority to operate as a sacramental wine vendor. Retention and Disposal: Not determined.

## Office of the Executive Vice-President

The Executive Vice-President is responsible for managing the corporation in conformance with direction from the Board of Directors and Chair. The office includes the Loss Prevention and Security Department, and the Strategic and Operational Planning Department.

### General Classes or Types of Records

Internal/External Reports and Analysis  
Procedure and Policy Documentation and Analysis  
Project Management and Task Force Documentation  
Statistical Analysis  
Various Data Bases

### Personal Information Banks

#### Investigative Case Papers

Location: Office of the Executive Vice-President. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L. 18, s.3. Information Maintained: Name, (witness statements include name, address, date of birth and job classification, date of birth and job classification), details of investigation methods, job classification of suspect/perpetrator, social insurance number, statements of witnesses and disposition of case, work location. Uses: Document the process of investigations into criminal acts committed against the LCBO; detail reportable incidents that occur in LCBO premises. Users: Loss Prevention and Security Department staff. Individuals in Bank: LCBO employees who have been investigated for criminal acts against the LCBO. LCBO employees and members of the public interviewed as witnesses. Members of the public involved in reportable incidents that occur on LCBO premises. Retention and Disposal: Not determined.

#### Record of Investigations

Location: Office of the Executive Vice-President. Legal Authority: Liquor Control Act, R.S.O. 1990, c.L. 18, s.3.

**Information Maintained:** Name, address, date of birth, social insurance number, status and disposition of case, work location. **Uses:** Record investigations and action taken on criminal offences committed against the LCBO. **Users:** Loss Prevention and Security Department staff. **Individuals in Bank:** LCBO employees who have been investigated for criminal offences against the LCBO. **Retention and Disposal:** Not determined.

## Customer Service Files

**Location:** Retail Division. **Legal Authority:** Liquor Control Act, R.S.O. 1990, c.L. 18, s.3. **Information Maintained:** Name, address, telephone number. **Uses:** Record products purchased and returned. **Users:** Retail Division staff. **Individuals in Bank:** Individuals who have purchased and/or returned products carried by the LCBO. **Retention and Disposal:** Two years, then destroyed.

## **Retail Division**

The division is responsible for the operation of retail stores. It comprises Customer Service and Administration, consisting of Regular, Agency and Duty-Free Stores, Distribution Depots and Vintage-Product Consultant Coordination, Store Development and Real Estate, and four regional offices.

### **Common Records**

Parking Records

### **General Classes or Types of Records**

Administration Records (by store)

Agency Store Contracts

LCBO Store Name and Address File

Real Estate Documents

Receipts and Inventory (by store)

Refusal Reports

STNA I

STNA II

Sales and Financial Records (by store)

Special Occasion Permits

Store Designs/Layouts

### **Manuals**

Agency Manual

IMPACT Manual

### **Personal Information Banks**

#### Agency Stores

**Location:** Retail Division. **Legal Authority:** Liquor Control Act, R.S.O. 1990, c.L. 18, s.3. **Information Maintained:** Name, address, application forms, business background, licence. **Uses:** Determine suitability of applicant to operate an agency store under contract. **Users:** Agency Stores staff, Executive Office, Legal Office, Manuals Department, Finance and Administration Division. **Individuals in Bank:** Individuals operating agency stores under licence. **Retention and Disposal:** Not determined.



# LOYALIST COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chairperson, Board of Governors  
Loyalist College of Applied Arts and Technology  
Wallbridge-Loyalist Road  
P.O. Box 4200  
Belleville, Ontario  
K8N 5B9  
(613) 969-1913

## Access

Freedom of Information and Privacy Coordinator  
Loyalist College  
Wallbridge-Loyalist Road  
P.O. Box 4200  
Belleville, Ontario  
K8N 5B9  
(613) 969-1913

A public reading room for the review of manuals and other information is open during regular college hours in the Anderson Resource Centre on the main floor of the Kente Building, Belleville.

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Loyalist College offers full and part-time programs in the field of science and technology, business and computer studies, health and community services, media and tourism, occupational upgrading, apprenticeship and continuing education.

Loyalist College is governed by a 17-member Board of Governors, which includes the President as ex-officio member and secretary-treasurer. The college is organized into three administrative divisions (Finance & Administration, Human Resources & Student Services) and an Academic Division (Business and Computer Technology, Media Services and Tourism, Human Studies, Health & Community Studies, Continuing Education & Government-sponsored Skills/Academic Upgrading. The main campus is located in Belleville, with other teaching locations throughout the counties of Hastings, Lennox and Addington, Northumberland and Prince Edward.

## Academic Division

Managers in this division are responsible for the delivery of full-time academic programs within the Schools of Business and Computer Studies, Applied Science and Technology, Media Studies and Tourism, Human Studies and Health and

Community Services. The division also administers part-time Continuing Education programs, government-sponsored skills/academic upgrading programs such as FUTURES and Ontario Skills Development, as well as Training and Development Departments.

## Common Records

Central Attendance Recording System (CARS)

## Board of Governors

The Board of Governors consists of 12 appointed members chosen from the external community, four elected members chosen from the college, and President in an ex-officio capacity. The board's function is to establish goals and policies, and to monitor and evaluate operational and educational results. The board has two standing committees: Academic and Student Affairs, and Finance, Property and Personnel.

## Common Records

Board of Governors Membership

## General Classes or Types of Records

Bylaws  
Membership Register  
Minutes of Board and Standing Committees

## Finance and Administration Division

The Vice-President of Finance and Administration provides the college with a variety of administrative support services, including finance and accounting, plant and property management, library and audio-visual services, purchasing and data centre services.

## Common Records

Library Users Lists

## Manuals

Policy and Procedures Manual

## Human Resources Division

This division provides human resources and personnel management functions for the college, as well as administering the college cafeteria.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Job Competitions and Applications  
Ombudsman/Human Rights Commission  
Workers' Compensation

## **Office of the President**

Appointed by and responsible to the Board of Governors, the President is Chief Executive Officer with full authority to manage and direct the business and educational affairs of the college.

## **Student Services Division**

This division administers student admissions and registration, and offers a wide range of student services such as counselling, job placement, athletic and fitness programs, and student health services.

### **Common Records**

Co-op, Work Term, Final Job Placements  
Graduate and Alumni Records  
Health and Medical Records  
Ontario Student Assistance Program  
Student Applications  
Student Athletics and Fitness Programs  
Student Registration and Academic History  
Tests, Examinations and Assessments



# MANAGEMENT BOARD OF CABINET

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## Head

Chair of Management Board  
12th Floor, Ferguson Block  
77 Wellesley Street West  
Toronto, Ontario  
M7A 1N3  
(416) 327-2333

## Access

Freedom of Information and Privacy Coordinator  
Management Board Secretariat  
Suite 802, 101 Bloor Street West  
Toronto, Ontario  
M5S 1P7  
(416) 327-2187



A public reading room for the review of manuals and other information is open during regular office hours in the MBS Library on the 4th Floor of Ferguson Block, 77 Wellesley St., West, Toronto.

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The Management Board of Cabinet is the Committee of Cabinet responsible for the management of the public service and the operations of government. In December 1971, the Management Board of Cabinet Act established the board and its secretariat and gave the board its authority. It officially represents the Government of Ontario as the employer of its public servants. The board consists of a Chair, a Vice-Chair and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council. The Management Board Secretariat provides staff support to the board in matters related to the Management Board of Cabinet Act and Public Service Act, respectively.

The ministry provides the government with accommodation, information technology and common corporate services, computer support for human resources management and real property, and mortgage administration management services for various provincial housing programs.

Reporting directly to the Deputy is the Communications Services Branch and Legal Services Branch.

## Management Board Secretariat

The Management Board Secretariat provides policy advice and support to the Management Board of Cabinet; implementation of expenditure management policies; advice

to ensure consistency among these policies and other government programs; leadership to ministries on government-wide restructuring and fundamental change in the management and delivery of services; advice and assistance to ministries on human resources and employee relations matters; accommodation and realty services to client ministries and agencies; computer and telecommunications services to client ministries and agencies; and centralized services such as collective purchasing, assets disposal, payroll, translation, government mail, central collection and Citizens' Inquiry Bureau. Divisions and branches are described in the entries that follow.

## Communications Services Branch

The Communications Services Branch provides communications support to the Minister, Deputy Minister and program areas of Management Board Secretariat. Services provided include strategic communications planning, consulting services, operational planning and production of communications products/tools, publishing OPS and ministry publications (e.g., topical, job mart and catalyst) and issues management and media relations.

The branch is responsible for the Government of Ontario art collection unit. The unit (416-327-2808) handles the cataloguing of original paintings, conservation and exhibition of the collection. The Quarter Century Club (416-325-1333) is administered through this branch. The Media Studio (416-327-2819), located in the Legislative Building and used by Members of Provincial Parliament, is part of this branch.

## Legal Services Branch

Legal Services Branch provides employment and labour law advice and services to Management Board Secretariat (MBS), the government, and to individual ministries in proceedings before the Ontario Employees Grievance Settlement Board, Public Service Grievance Board, Ontario Public Service Labour Relations Tribunal, Pay Equity Hearings Tribunal and the Ontario Human Rights Commission. In addition, counsel participates in the drafting and interpretation of labour statutes, regulations and collective agreements, and contributes to policy development by advising on a wide variety of employment and human resources initiatives, including pensions and human rights and pay equity issues.

The branch also provides full-service legal support to MBS to assist it in fulfilling its mandate to provide accommodation and common services to the Government of Ontario and its agencies. In this regard, major areas of practice are land use planning and development; real estate transactions including purchases and sales; expropriations

and commercial leasing; commercial law, including government procurement, contracts, construction matters, copyright and computer contracts; and a wide range of litigation with emphasis in the commercial, construction and collections fields. In addition, the branch provides legal services within its area of practice to the Ontario Women's Directorate, the Office of the Lieutenant Governor and the Legislative Assembly.

### **Common Records**

Litigation Files

## **Human Resources Division**

Human Resources Division is responsible for developing strategic direction and goals for the effective management of human resources in the Ontario Public Service (OPS), in the context of the future business of government. It develops and obtains approval of strategic approaches to human resource management, and provides advice to Management Board of Cabinet and ministries on compensation, pensions, benefits, labour relations, staffing, health and safety and workforce size and quality. The division has leadership responsibility for collective bargaining for the OPS, and develops corporate policies and initiatives for labour-management consultation, compensation and job evaluation, systems, staffing and deployment, employee development and occupational health and safety.

### **Compensation Services Branch**

The Compensation Services Branch develops corporate policies and initiatives concerning the employees' total compensation package in the Ontario Public Service.

This branch develops policy for insured benefits and for the Public Service Pension Plan as set out in the Public Services Pension Act, 1989. It also manages relations with insurers and operates the benefits appeals committees. However, for questions on individual entitlement, call the benefits coordinator in the respective ministry's personnel branch.

The branch is responsible for compensation policy and develops initiatives to improve the effectiveness and fairness of wages, salaries and allowances paid to Ontario Public Servants.

It is responsible for bargaining unit overhaul which is developing a new job evaluation system for employees represented by the Ontario Public Service Employees Union.

### **Actuarial Services Section**

The Actuarial Services Section is responsible for providing professional actuarial services to the Government of Ontario

in respect of the financial management of public sector pension and insured benefit plans, labour relations and collective bargaining activities (i.e., negotiations with the various unions and association groups), and policy development.

### **LARAA and Judges' Pension Plans**

LARAA and Judges' Pension Plans coordinates two small pension plans for judges and for the Legislative Assembly (Retirement Allowances Act).

## **Corporate Labour Relations and Negotiations Secretariat**

Corporate Labour Relations develops corporate policies and initiatives concerning labour relations and labour-management consultation in the Ontario Public Service.

Corporate Labour Relations generates initiatives aimed at improving collective bargaining, grievance resolution and labour-management relations. The office also provides a labour relations policy prospective to other initiatives such as equity and Labour Adjustment and Training.

The Negotiations Secretariat represents the Crown as the employer in all collective bargaining in the Ontario Public Service (OPS). Other responsibilities include supporting ongoing union-management negotiations providing advice/assistance to ministries on a full range of labour relations issues, coordination of OPS grievances and interpretation of the Collective Agreement and Labour Relations issues.

The Research and Evaluation Section is responsible for the collection and analysis of external broader public sector and OPS market data, social economic and demographic conditions that affect and influence the compensation practices and conditions of employment in the Ontario Public Service. The section also responds to all external enquiries regarding OPS compensation and supports the Negotiations Secretariat in negotiations.

### **Human Resources Systems Branch**

The Human Resources Systems Branch is responsible for the design, operations and maintenance of the Ontario government corporate payroll and human resources systems. These include CORPAY (Corporate Payroll Systems), PENPAY (Pension Payroll), CARS (Central Attendance Recording System), BCGL (Benefit Chargeback and General Ledger) and LARS (Local Attendance Reporting System). The branch provides corporate reporting and analysis on current and historical payroll and human resources data.



All ministries and central agencies receive a variety of services from the branch, including cheques, paylists, work history data, T-4 income tax statements and statistical analysis. Inquiries should be directed to each ministry's human resources or payroll offices or to the CORPAY Help Desk (416-327-9872).

#### **Common Records**

CORPAY  
Central Attendance Recording System (CARS)  
Parking Records

#### **General Classes or Types of Records**

CORPAY Pension, CORPEN  
Central Attendance Recording System (CARS)  
Corporate Payroll Systems, CORPAY  
Pension Payroll, PENPAY

### **Staffing and Development Services Branch**

Staffing and Development Services Branch is responsible for the management of the Ontario Public Services Redeployment Program that facilitates the redeployment of surplus employees through Placement Management and Retraining and the provision of employment information to individuals and organizations outside the service.

Corporate Placement Services (416-325-1144) manages the placement process and Ontario Public Services (OPS) wide inventory for surplus employees. The unit also develops redeployment policies and procedures.

Career Transition Services (416-325-1144) provides corporate support for the implementation of ministry-wide retraining/reskilling programs. It includes the development of products and tools for surplus employees, ministry redeployment coordinators and redeployment advisors; redeployment training curricula, communication processes and tools, and sharing of up-to-date information.

#### **Common Records**

Workplace Discrimination and Harassment Prevention Program

### **Employee Counselling Services**

Employee Counselling Services offers confidential and voluntary counselling and referral service (personal, workplace, family, addictions) to employees of the Ontario Public Service (OPS). Other Employee Assistance Programs (EAP) include rehabilitation counselling for OPS employees experiencing short/long-term illness and/or disability; consulting with employees on child care and elder care issues; delivering customized wellness and lifestyle educational programs; providing critical incident stress-debriefing programs; and providing individual

consultations and training to managers, supervisors and human resource consultants in dealing with redeployment, troubled employees, work performance problems and substance abuse in the workplace.

#### **General Classes or Types of Records**

Employee Counselling Records  
Management Consultation Records  
Ontario Government Employee Health Education Records

#### **Personal Information Banks**

##### Employee Counselling Services

Location: Employee Counselling Services. Legal Authority: Ministry of Government Services Act, R.S.O. 1990, c.M.25, s.5. Information Maintained: Name, address, age, education, employment history, family history, health and rehabilitation status, interventions, outcomes, problems, sex, social history, vocational status. Uses: Counselling notes. Users: Internal staff of Employee Counselling section. Individuals in Bank: Ontario government employees who are clients. Retention and Disposal: Three years, then destroyed.

### **Occupational Health and Safety Services**

Occupational Health and Safety Services provides a corporate consultancy health and safety service for client ministries, government employees and Joint Health and Safety Committees. Health education and safety programs are offered to public servants across the province as well as customized programs on request. Consultation on occupational health and safety matters, including workplace visits and confidential individual health counselling, are also provided. Health counselling is available daily by appointment for the Queen's Park area and by special arrangement at other locations.

#### **General Classes or Types of Records**

Occupational Health and Safety Records

#### **Personal Information Banks**

##### Occupational Health and Safety Services

Location: Occupational Health and Safety Services. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47; R.R.O. 1990, Reg. 881 s.68(3); Health Disciplines Act, R.S.O. 1990, c.M.4; R.R.O. 1990, Reg. 448, s.27(3) and s.27(22); Workers' Compensation Act, R.S.O. 1990, c.W.11, s.21(1); Occupational Health and Safety Act, R.S.O. 1990, c.O.1; R.R.O. 1990, Reg. 833. Information Maintained: Name; address; health, medical and work history. Uses: Maintain health records. Users: Internal staff of Occupational Health and Safety Services section. Individuals in Bank: Ontario government employees. Retention and Disposal: Forty years, then destroyed.

## Specialized Health and Safety Services

Specialized Health and Safety Services provides, coordinates and centrally evaluates, upon request, the provision of corporate professional and specialized programs and services that assist employees, client ministries and joint union-management health and safety committees with legislative compliance, health-cost containment and provision for a healthy and safe work environment. It also provides corporate, professional, scientific knowledge and expertise, and a specialized consultancy service in occupational hygiene and ergonomics. Workplace air-quality testing and specialized occupational hygiene and ergonomic services are undertaken, as appropriate, and on request.

## Internal Ministry Services Division

Internal Ministry Services Division provides information technology, human resources, finance, audit, business improvement, business planning and administrative services to the ministry.

### Common Records

Ombudsman/Human Rights Commission

### Manuals

MBS Policies and Procedures Manual

## Audit and Business Improvement Branch

Audit and Business Improvement Branch provides professional internal auditing services and consulting advice to management through an objective assessment of the adequacy of internal controls and the effectiveness of practices, systems, policies and procedures under which central agency, Management Board Secretariat (MBS) and ministry programs and activities operate. The branch also offers management consulting services designed to improve business performance and works with program areas within MBS to foster and support their initiatives for change and improvement. Staff provides expertise in continuous improvement and fundamental change techniques, in management of the change process, and in business efficiency and service quality measurement.

The branch supports the Ontario government's goals to provide an affordable and efficient public service that is cognisant of, and responsive to the needs of its customers.

### Common Records

Board of Governors Membership

Central Attendance Recording System (CARS)

Employee Personnel, Payroll and Benefits Records

General Employment History and Payroll Information

### Manuals

Audit Guides: Suggested Criteria for Internal Auditors

Audit Standards: A Handbook for Internal Auditors

Auditing Human Resources Management

## Finance Branch

The Finance Branch provides financial and purchasing support to the secretariat and other clients.

Financial Services is responsible for the treasury, controllership, financial planning, payment and revenue control functions, including financial liaison with the Ministry of Finance, Treasury Board, Provincial Auditor and other ministries, boards, commissions and agencies.

Purchasing Services handles centralized purchasing, asset control, fleet management and copy centre services to the secretariat and external clients.

The Financial Planning and Management and Corporate Accounting Section (416-314-3681, fax 416-314-3677) is responsible for the controllership, financial planning, payment and revenue control functions for the Ontario Realty Corporation and for liaison with Management Board Secretariat, Treasury Board, Provincial Auditor and other ministries, boards, commissions and agencies.

### Common Records

Freedom of Information and Protection of Privacy Act

Requests

Identity/Employee Card

Parking Records

Travel/Expense Accounts

### Manuals

Financial Information System Coding Manual

## Human Resources Services Branch

Human Resources Services Branch is responsible for providing a wide range of human resources services to the ministry, Ontario Women's Directorate and other special offices.

Services are provided to managers and staff primarily through human resources consultants; generalists in the human resources field who may be located with their clients; and pay administration representatives who process all ministry pay, benefits and position-related transactions and respond to related inquiries.

Specialist services are provided centrally in the following areas: Health and Safety, Organization Design and Job Evaluation, Organizational Development and Training,



Redeployment and Staffing, Staff Relations, French Language, Equal Opportunity, and Ministry Programs and Employee Recognition. These areas also develop ministry policies, procedures and guidelines on a wide range of human resources matters.

#### **Common Records**

CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Employee Personnel, Payroll and Benefits Records

Employment Equity Program

General Employment History and Payroll Information

Grievances and Applications

Identity/Employee Card

Job Competitions and Applications

Medical Information (Personnel)

Ombudsman/Human Rights Commission

Performance Management

Student Applications

Travel/Expense Accounts

Workers' Compensation

Workplace Discrimination and Harassment Prevention Program

#### **General Classes or Types of Records**

Delegation of Staffing Authority

Equal Opportunity Policies

External Recruitment Advertising

Financial Planning and Monitoring

Human Resources Management Directives and Guidelines

Job Advertising Policies for External Media and Job Mart

Position Descriptions

Relocation Analysis

Senior Management Position Files

Staffing Issues, Policy and Program Development

Staffing Training Materials, Videos and Films

Training Materials, Videos and Films

#### **Manuals**

Ministry Safety Manual

### **Equal Opportunity Unit**

The Equal Opportunity Unit is responsible for implementing the Equal Opportunity Program within Management Board Secretariat. Responsibilities for this office include setting equal opportunity directions for the ministry; developing and implementing initiatives, programs and policies; developing and implementing education and training strategies; handling complaints under the Workforce Discrimination and Harassment Prevention Policy; assisting with employee accommodation issues under the Ontario Human Rights Commission.

#### **Common Records**

Employment Equity Program

Workplace Discrimination and Harassment Prevention Program

#### **General Classes or Types of Records**

Equal Opportunity Policies

### **Information Technology Services Branch**

Information Technology Services Branch is responsible for the development, implementation and maintenance of information technology in support of ministry programs.

The branch provides internal consulting, training and advisory services related to information technology and information security. In addition, the branch provides technology planning, office systems support and system and network operational support.

### **Planning and Support Services**

Planning and Support Services provides internal planning and support services to Management Board Secretariat, Ontario Women's Directorate and other special offices including accommodation services, records and forms management, employee parking, library services (both hard copy and electronic), policy and procedures, business planning coordination and commissioned and non-commissioned polls.

#### **Common Records**

Parking Records

#### **Manuals**

Ministry Policies and Procedures Manual

### **Program Management and Estimates Division**

The former Treasury Board Division supports the Minister of Finance and the Treasury Board in their role of coordinating and providing direction on the government's operating and capital expenditure planning, allocation and management. This involves providing analysis to support the integration of policy and expenditure issues, and reviewing programs and program areas to support strategic government objectives. Program Management and Estimates Division also provides support for pay equity in transfer payment agencies and for corporate initiatives, such as jobsOntario Capital, the review of capital Crown Corporations, and support to the Joint Central Committee on Productivity Savings, as included in the budget plan. In addition, this division is responsible for: ensuring that financial transactions are recorded properly and controls are in place to safeguard the province's assets; the operation of the financial information systems, control and reporting of

the financial position of the province to the Legislature and the public; monitoring financial activities of the Crown corporations and agencies; and promoting good financial management practices relating to improvement in the quality of financial information for decision-making purposes.

### Capital and Crown Corporations Branch

Capital Corporations is responsible for coordinating the implementation of the capital Crown Corporations across involved ministries by developing and refining legislation design, the accountability framework, financial parameters and corporate review process for capital corporations.

Crown Corporations reviews Treasury Board's relationships with existing crown corporations (including but not exclusive to capital corporations) and makes recommendations on changes in policies and procedures.

### Corporate Policy Branch

The Corporate Policy Branch advises the Chair of Management Board on policy issues, provides secretarial support for the Management Board of Cabinet, manages the liaison between Management Board, Cabinet Office and Cabinet Committees, develops and administers management and administrative policies, and undertakes research and provides strategic policy advice on management structure and workforce planning issues.

### General Classes or Types of Records

Ministry Position Administration Activity

Ministry Strategic and Operational Human Resources Plan

### Expenditure Management and Reporting Branch

Expenditure Management and Reporting Branch is responsible for the overall coordination, planning, development and implementation of expenditure management and estimates/allocation processes. This branch is also responsible for managing corporate projects for the business operations of Treasury Board.

### Portfolio Branches

Working in close cooperation with ministries, Cabinet Office, Management Board Secretariat and other divisions within Ministry of Finance, the two Portfolio Branches (the Social and Justice Branch and the Resources and Economic Development Branch) are responsible for the in-year expenditure management, allocations/estimates and policy submissions as they apply to an individual ministry or group of ministries.

## Services Division

Services Division manages the delivery of the Ontario Public Services (OPS) information technology and business services. The division provides corporate management of information technology strategy, policy development and administration, infrastructure and standards. The division also delivers a variety of selected government-wide common services, such as computer processing and network facilities supporting large government applications, e.g., OHIP claims and driver's licences, official documents, centralized purchasing, access and inquiry services and government mail.

### Manuals

Management Board of Cabinet Directives and Guidelines

### Corporate Information Technology Branch

The Corporate Information Technology Branch delivers corporate business services for government-wide IT infrastructure and selected services such as GO-Net, processing services supporting large ministry applications such as OHIP claims, cheque systems and payment processing.

### Common Records

Central Attendance Recording System (CARS)

### Computer and Telecommunication Services

Computer and Telecommunication Services provides a dependable and effective telecommunications infrastructure (voice and data) in conjunction with other value-added services, all of which comprise the GO-NET. It also provides electronic gateway communication services, voice processing services, electronic data interchange services, credit card authorization services, local area network to local area network data transfer services, digital telephone service for the Toronto area and telephone switch acquisition services. It also provides packet network facilities, network architecture and standards services, Bulletin Board, electronic post office and kiosk services.

### Processing Services

Processing Services operates two major shared computing centres. Thousands of terminals throughout the province are linked to these facilities through the Ontario government's data network. These centres support ministry programs such as driver licensing, income maintenance assistance and government payroll; and provide processing services and information storage and printing to ministries and government agencies. The office supports computer processing on customers' sites (facilities-managed sites) and



undertakes the acquisition, implementation, operation and management of such facilities.

## General Business Services Branch

The General Business Services Branch provides Ontario government ministries with operational support services, including production of payments; reconciliation of bank accounts and cheque follow-up services; collection service; insurance and risk management; preparation of official documents and administrative support for two small pension plans; Go-Temp Services and the Advertising Review Board.

## Advertising Review Board

Advertising Review Board monitors advertising policy, oversees the advertising agency selection process and ensures government policy standards are met.

## Central Collection Service

Central Collection Service (CCS) collects overdue accounts receivable (debts) owing to the government. CCS achieves this through the efforts of its own collections staff. Also, it oversees the work of private collection agencies that have won contracts to provide collection services to government.

## Personal Information Banks

### Debt Collection Accounts Receivable

Location: Central Collection Service. Legal Authority: Ministry of Government Services Act, R.S.O. 1990, c.M.25, s.5(2)(c); Financial Administration Act, R.S.O. 1990, c.F.12, s.2(3); Consumer Reporting Act, R.S.O. 1990, c.33, s.8(1). Information Maintained: Name, address, credit and loan history, financial assessments and correspondence, social insurance number. Uses: Recover monies owed to the Crown. Users: Internal section staff, contracted agents, solicitors and client ministry staff for specific files. Individuals in Bank: Persons and corporations indebted to the Crown. Retention and Disposal: Seven years, then destroyed.

### Debt Collection Litigation

Location: Central Collection Service. Legal Authority: Ministry of the Attorney General Act, R.S.O. 1990, c.M.17, s.16; Financial Administration Act, R.S.O. 1990, c.F.12, s.2. Information Maintained: Name, address, client ministry files, correspondence, court documents, memoranda, notes, various credit reports. Uses: Collect debts. Users: Internal section staff, contracted legal agents. Individuals in Bank: Persons indebted to the Crown. Retention and Disposal: Current, then returned to client for storage/disposal.

### Ontario Government Employee Debt Deductions

Location: Central Collection Service. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.26. Information Maintained: Name, address, correspondence and payment

history, credit reports, financial information, indebtedness, salary, sex, social insurance number. Uses: Document employee debts; correspond with creditors; access to IPPEBS data bank. Users: Internal section staff, ministries' payroll offices. Individuals in Bank: Provincial government employees whose debts are paid through deductions under the Public Service Act. Retention and Disposal: Seven years, then destroyed.

## Employment Services Section

Employment Services Section consists of two areas:

Go-Temporary Services provides persons for temporary work assignments in ministries, agencies, boards and commissions of the Ontario Public Service.

Employment Information provides a one-window access point for the general public on employment.

## Personal Information Banks

### Applicants' Test Results

Location: Employment Services Section. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4(c) and s.29(1)(c). Information Maintained: Name, applicant number, results of secretarial tests in both French and English. Uses: Maintain a record of the skill level of job applicants, including results of tests. Users: Staff of the Employee Services Section and ministry Human Resources Branches. Individuals in Bank: Individuals seeking regular or temporary employment in the government. Retention and Disposal: Five years, then destroyed.

### Central Staffing Inventories

Location: Employment Services Section. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4(c) and s.29(1)(c). Information Maintained: Name, address, applications for office, employment and educational history. Inventories contain referrals, professional and general services jobs, technical. Uses: Provide an inventory of job applicants which ministries may use as part of the hiring process. Users: Staff of the Employee Services Section and ministry Human Resources Branches. Individuals in Bank: Individuals seeking regular or contract employment in the government. Retention and Disposal: Eighteen months, then destroyed.

### Employees Returning from Long-Term Disability

Location: Employment Services Section. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.29(1)(d); Collective Agreement on Working Conditions and Benefits, Article 42. Information Maintained: Name, employment and educational history. Uses: Administer the placement program for government employees returning to work from long-term disability. Users: Staff of the Employee Services Section and ministry Personnel/Human Resources Branches.

Individuals in Bank: Individuals returning from long-term disability and participating in rehabilitative employment.

Retention and Disposal: Two years, then transferred to archives.

### GO Temporary Employees

Location: Employment Services Section. Legal Authority: R.R.O. 1990, Reg. 977, s.6(i) and (iii); Crown Employees Collective Bargaining Act, R.S.O. 1980, c.108, s.18(b).

Information Maintained: Name, employment and educational history, record of temporary assignments and appraisal of work performance. Uses: Determine appropriate assignment of employees registered in the government's temporary staff service; monitor work performance. Users: Staff of the Employee Services Section. Individuals in Bank: Individuals employed in the government's temporary services program. Retention and Disposal: Seven years after termination, then destroyed.

### GO Temporary Payroll

Location: Employment Services Section. Legal Authority: R.R.O. 1990, Reg. 977, s.6(i) and (iii). Information Maintained: Name, address, hours worked, pay level, social insurance number. Uses: Issue paycheques; compile statistical reports; monitor temporary employment activity; confirm employment and earnings record. Users: Staff of the Employee Services Section, Pensions and Benefits Administration Branch, Ministry of Government Services, Ministry of Treasury and Economics and ministry Personnel/Human Resources and Finance Branches.

Individuals in Bank: Individuals employed in the government's temporary services program. Retention and Disposal: Paper and microfilm retained 7 years, then transferred to archives. Computer files retained 5 years, then destroyed.

### Surplus Employees

Location: Employment Services Section. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47 s.29(1)(p); R.R.O. 1990, Reg. 977, s.14; Collective Agreement on Working Conditions and Benefits, Article 24. Information Maintained: Name, actions taken toward job reassignment, employment and educational history. Uses: Determine eligibility of surplus employees for government jobs; monitor activity in the government. Users: Staff of the Employee Services Section and ministry Human Resources Branches. Individuals in Bank: Government employees identified as surplus. Retention and Disposal: Two years, then transferred to archives.

## **Government Mail Service**

Government Mail Service is responsible for pick-up and distribution of incoming and outgoing mail to and from the Canada Post Corporation and interministry mail in Metro Toronto. This office also provides a contractual mail service on a charge-back basis, which includes a mailing list service

and a mass mail operation consisting of addressing, labelling, folding and inserting mail. Government Mail Service has a lead role in initiating corporate service improvements, emergency mail coordination and development of "best practice" mail policy.

## **Insurance and Risk Management Section**

The Insurance and Risk Management Section purchases insurance for the government and advises all Ontario ministries and special purpose bodies on the controlling of risks, management of losses, administrative claims and insurance coverage, excluding employee benefits. For information on Ontario government employee benefits, call Human Resource Systems Branch (416-327-9241).

### **Personal Information Banks**

#### Insurance Claims

Location: Insurance and Risk Management Section. Legal Authority: Ministry of Government Services Act, R.S.O. 1990, c.M.25, s.5. Information Maintained: None. Uses: Determine eligibility of claims, payment history and method. Users: Internal section staff, staff in insurance companies processing claims. Individuals in Bank: Claimants. Retention and Disposal: Five years, then destroyed.

## **Official Documents Section**

The Official Documents Section keeps records of all "patents" or written descriptions covering Crown lands that have been sold or granted by the Ontario government to the public. Upon request, copies of the patents are provided to the public when required for legal verification, historical research, etc. The section's Scrolls Office (416-325-8416) prepares congratulatory scrolls signed by the Premier and sends them, on request, to Ontario citizens celebrating 80th birthdays and over, 40th wedding anniversaries and over, at five-year intervals. It also issues scrolls to recognize other significant accomplishments of Ontario citizens, municipalities and organizations. The section will verify the authenticity of affidavits and records notarized by Ontario government officials/notary publics when, for example, proof of residency is required by foreign officials. A number of other services are provided to government ministries such as preparing certificates bearing the Great Seal of Ontario and the Privy Seal of the Lieutenant-Governor, for government appointments.

### **General Classes or Types of Records**

Official Congratulatory Scrolls



## Payment Processing Services

Payment Processing Services processes and produces payments in the form of Electronic Funds Transfers and printed cheques for most government programs.

### General Classes or Types of Records

Ontario Government Payment Records

## Reconciliation Services

Reconciliation Services reconciles bank accounts in the Consolidated Revenue Fund on behalf of the Ministry of Finance, and provides inquiry and follow-up bank services on cheques to all ministries.

## Records Centre Services

The Records Centre serves as custodian and provides secure storage and retrieval services for the inactive records, hard copy, computer tape and microfilm of all ministries and agencies. The centre also liaises with the Archives of Ontario to safeguard records with long-term research significance.

## Surplus Assets Management

As a mandatory central common service, Surplus Assets Management (SAM) is responsible for providing an efficient and effective mechanism for the redeployment or disposal of government's surplus movable assets.

### Common Records

CORPAY

Central Attendance Recording System (CARS)

Freedom of Information and Protection of Privacy Act Requests

Identity/Employee Card

Travel/Expense Accounts

### General Classes or Types of Records

Assets Receipts Disposal, Ship/Receiving

## Information Technology Customer Service and Support Branch

Information Technology Customer Service and Support Branch of Computer and Telecommunication Services (CTS) develops and maintains working partnerships with customers for information technology services, and acts as the primary customer contact to coordinate service delivery and ensure service level commitments are met.

The branch provides technical consultation to customers to assist in their information technology planning and operations. As well, through the service desk, provides a one-window access for customer services issues. The Service Desk offers problem-resolution support for

mainframe hardware, software and telecommunications networks on a 24-hour, 7-days-a-week basis.

The branch provides clients with management and client billing information, which is an essential component of the cost recovery mandate of computer and telecommunication services.

The branch is also responsible for improving CTS's productivity through the provision of effective support services, including planning, administration, systems, human resources, facilities and communications.

### Common Records

Central Attendance Recording System (CARS)

Employment Application Inventory

Identity/Employee Card

Travel/Expense Accounts

### General Classes or Types of Records

Customer Account Documents

Information Technology Asset Inventory

Inventory of Equipment and Services Operated and Supported by ITD

Ministry Service-level Agreements

Vendor Proposals, Evaluations and Contracts

## Operations and Funds Management

Operations and Funds Management provides client service and analytical support to facilitate the delivery of programs that support signature government priorities in the OPS, including Internship Program, Ontario-Quebec Student Exchange Program, Summer Experience Program, and the Ontario Public Services (OPS) Redeployment Fund.

### General Classes or Types of Records

OPS Redeployment Fund Criteria and Guidelines

Ontario/Quebec Exchange Program Guidelines

Ontario/Quebec Job Proposals

Redeployment Information Management System (RIMS)

Redeployment Program Procedures Manual - Section 5 Funding

Summer Experience Program Guidelines

Summer Experience Program Recruitment Data

Summer Experience Program Employee Data

## Security and Contingency Section

Security and Contingency Section provides information technology security and contingency services, designed to enable customer information processing to continue in the event of an extended outage in a computer centre, or other disasters, and to safeguard systems against unauthorized access.

## **Information Technology Policy Branch**

Information Technology Policy Branch develops frameworks, principles and strategies for the corporate management of information technology and coordination of major corporate IT initiatives; develops and implements corporate standards for information and technology; ongoing development of a common purpose procurement for facilitating partnerships with the private sector; develops and administers corporate policies on the management and procurement of information and technology; provides advice on re-engineering and IT outsourcing; and acts as the customer advocate to ensure effective business/service management for GO-Net.

### **General Classes or Types of Records**

- Committee Minutes
- Development and Implementation of Information Technology Policies
- Information Technology Management Committee Minutes
- Management Board Applications
- Submissions and Reports on IT

## **Procurement Services Branch**

The Procurement Services Branch provides procurement advice and services to the Ontario government. This includes preparing and administering requests for proposals from suppliers, and negotiating contracts for goods and services commonly used throughout the government: business machines, paper products, furniture, couriers, travel services and office supplies. The branch also helps develop government procurement policy and administers purchasing initiatives to support government priorities such as supplier development, regional development and interprovincial trade agreements.

The Open Bidding Service (OBS) has information needed by suppliers interested in bidding on Ontario government contracts for goods valued at \$25,000 and over, and services valued at \$100,000 and over. The OBS, a computerized on-line tendering service, also provides information suppliers can use to bid on government contracts across the country.

The OBS is operated and managed under contract to the Ontario government. Suppliers pay a subscription or user fee of \$130 a year, as well as a nominal on-line fee and delivery charge for any bid document requested. To subscribe, call information systems management, toll-free at 1-800-361-4637.

### **Common Records**

- CORPAY
- Central Attendance Recording System (CARS)
- Freedom of Information and Protection of Privacy Act Requests

- Grievances and Applications
- Identity/Employee Card
- Travel/Expense Accounts

## **Corporate Contracting Services**

Corporate Contracting Services provides a corporate procurement service by developing and administering Collective Purchasing Arrangements (CPAs) for commonly used goods and services, including business machines, paper products, furniture, clothing and general commodities, and services such as courier and office supplies.

### **General Classes or Types of Records**

- Tenders, Standing Agreements

## **Corporate Travel Program**

The Corporate Travel Program establishes and manages corporate contracts for travel services including all ticketed transportation, accommodation, car rental requirements and other travel-related requirements which originate and/or is arranged from within the Greater Toronto Area (GTA). The program develops corporate travel policy and coordinates the management of corporate travel information.

## **Office Products Centre**

The Office Products Centre provides for warehousing and distribution of a variety of commonly used office products, office supplies and equipment to ministries and agencies of the Ontario government.

### **General Classes or Types of Records**

- Invoices from Vendors
- Invoices to Clients
- Purchase Orders
- Standing Agreements
- Tenders

### **Manuals**

- Office Products Catalogue

## **Printing Services**

The Printing Services Section provides consulting, purchasing and project management services for a wide range of printing requirements.

### **Common Records**

- CORPAY
- Central Attendance Recording System (CARS)
- Grievances and Applications
- Identity/Employee Card



Job Competitions and Applications  
Travel/Expense Accounts

### **General Classes or Types of Records**

Printing Requisitions  
Purchase Orders  
Tenders, Standing Agreements

## **Trade and Supplier Development Office**

The Trade and Supplier Development Office provides analysis, interpretation and advice on the implementation and administration of Ontario's intergovernmental procurement agreements as they apply to both provincial procurement and procurement by the Broader Public Sector.

## **Public Access Services Branch**

The Public Access Services Branch provides leadership, coordination, advice and support for corporate public access initiatives and legislation; and direct delivery to the public of a variety of corporate information-based services.

## **Access and Inquiry Services**

Access and Inquiry Services Section manages the Citizens' Inquiry Bureau, Access Ontario, the Queen's Park Switchboard, and Databases and Directories.

The Citizens' Inquiry Bureau (CIB) provides a bilingual telephone information and referral service. The bureau provides a one-number access point to information on the government's programs and services, locations and staff. CIB acts as a resource for government offices, Members of Provincial Parliament (MPPs) constituency offices, Community Information Centres and private organizations. In the Toronto area call (416) 326-1234; collect calls are accepted from other locations within Ontario. For hearing or speech impaired callers, the TTY (Teletype Device for the Deaf) number is (416) 325-3408 in Toronto or 1-800-268-7095 from all other locations in Ontario. The bureau produces "IT'S ONTARIO," a publication providing basic information about the Province of Ontario.

Access Ontario (Rideau Centre, 50 Rideau St., Ottawa K1N 9J7) is a storefront Ontario government office providing a bilingual information and referral service for telephone and walk-in inquiries. Access Ontario provides a one-number access point to information on government programs and services, locations and staff. Access acts as a resource for government offices, MPP constituency offices, Community Information Centres and private organizations. Access Ontario offers a range of free and priced publications, and sells Ontario government souvenirs. Access Ontario is open 6 days a week. Telephone and walk-in service is provided Monday - Friday, 9:00 a.m. to 5:00 p.m., Saturday for personal shopping only the hours are 9:00 a.m. to 1:00 p.m.

and 2:00 p.m. to 5:00 p.m. In the Ottawa area call (613) 238-3630, fax (613) 787-4055; outside the local calling area and when calling in the area code 613, use the toll-free number 1-800-268-8758. For hearing or speech impaired callers, the TTY number is (613) 787-4043.

Queen's Park Switchboard (416) 325-1090 provides a 24-hour telephone switchboard service for calls to the Ontario government. A teleconferencing service (416) 325-3400 is provided to government personnel by appointment from 8:00 a.m. to 6:00 p.m., Monday to Friday, and at other times by special arrangement.

Databases and Directories (7th Floor, Ferguson Block, 77 Wellesley St. W., Toronto M7A 1N3, (416) 327-3642) collects and assembles information about the government that is provided to the public. The section administers GUIDE, a database that contains non-confidential details about government offices, services and personnel for publication in the Ontario Government Telephone Directory; the KWIC Index to Services and a French language directory, Repertoire. Upon request, ministries can obtain custom telephone directories and information in electronic form.

The section also coordinates the updating of the Ontario government listings in the blue pages of all public telephone directories.

### **General Classes or Types of Records**

GO Find It  
GUIDE Database

## **Freedom of Information and Privacy Office**

The Freedom of Information and Privacy Office provides advice and support to ministries and agencies of the Government of Ontario and to municipalities and local boards throughout Ontario on matters related to the administration of freedom of information and privacy legislation.

The Freedom of Information and Protection of Privacy Act applies to ministries and agencies of the provincial government. The Municipal Freedom of Information and Protection of Privacy Act applies to approximately 2,300 municipalities and local boards in Ontario.

The office provides an extensive training program for institutions covered by the legislation, publishes manuals and guidelines for the legislation, provides corporate services and liaises with ministries and agencies. In addition, the branch sponsors conferences and workshops on the legislation.

The office also provides policy and administrative support to the Chair of Management Board of Cabinet who is the Minister responsible for the freedom of information and privacy legislation.

Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

### **Common Records**

Freedom of Information and Protection of Privacy Act  
Requests

### **General Classes or Types of Records**

Freedom of Information and Privacy Policies  
Legislation and Advice  
Provincial and Municipal Institutions Database  
Publications  
Training

### **Manuals**

Freedom of Information and Protection of Privacy Manual

### **Government Translation Service**

Government Translation Service provides ministries and Schedule I and IV agencies with mandatory and optional translation services from English to French and French to English on a charge-back basis. It also provides official French equivalents for administrative units, programs, position titles, agencies, boards and commissions, etc., as well as advice on preparing bilingual terminology lexicons and purchasing translation services.

### **General Classes or Types of Records**

ONTERM

### **Public Access Planning and Development**

Public Access Planning and Development provides planning and development services for cross-government activities related to public access.

### **Publications Ontario**

Publications Ontario stocks and distributes Ontario government publications to the public, ministries and public libraries throughout the province. Free and priced publications, including Hansard, Ontario Gazette and legislation (bills and regulations), can be obtained by personal shopping at the outlets listed below. For mail-order inquiries, in Toronto call 416-326-5300; from other communities, call toll-free 1-800-668-9938. Prepayment is

required. Cheques are made payable to the Minister of Finance; Visa and MasterCard are accepted.

The Copyright Unit administers Crown copyright on behalf of the Queen's Printer for Ontario, which has sole authority to license the copying of government print or electronic material for commercial purposes by third parties. Advice is provided to ministries on transactions involving Crown copyright, both when the right to copy is being sold and also when material such as reports or software are being created for the government under contract. In addition, the unit is responsible for taking action when Crown copyright is infringed by third parties.

## **Agencies**

### **Civil Service Commission**

The Civil Service Commission performs a variety of regulatory and adjudicative functions, monitors the performance of the government as an employer, with emphasis on maintaining the merit principle. The commission's responsibilities for policy development and administration, with respect to human resources management, has been delegated, where possible, to the Management Board Secretariat (formerly the Human Resources Secretariat) and the ministries. The commission acts as the Board of Trustees of the Ontario Government Employees Charity Trust. It also has responsibilities with regard to the appointment of members of the Board of Trustees of the W.G. Davis Student Award Fund.

### **Ontario Provincial Police Grievance Board**

The Ontario Provincial Police Grievance Board (416-325-1475) deals with all employee complaints concerning working conditions and terms of employment, except those that come under the Police Act or its Code of Offences.

### **General Classes or Types of Records**

Grievance Decisions

### **Ontario Provincial Police Negotiating Committee**

The Ontario Provincial Police Negotiating Committee (416-325-1475) negotiates amendments to and renewals of agreements or deals with any matter that may be the subject of bargaining.

### **General Classes or Types of Records**

Committee Meeting Minutes  
Negotiation Agreements



## Ontario Realty Corporation

The Ontario Realty Corporation provides accommodation and real estate services for ministries and agencies of the Ontario government. The activities include the planning, design, construction, leasing, acquisition, sale, mortgage administration, land and property management services for government-owned and leased facilities.

### Business Development Branch

The Business Development Branch helps to set the Ontario Realty Corporation's (ORC) strategic directions, develop business opportunities and markets the portfolio of accommodation and services to customers. The branch prepares the annual corporate plan, establishes operating policy, evaluates business performance, restructures the real estate portfolio, recommends broad parameters on accommodation pricing, coordinates external capital financing and promotes public/private partnerships and best practices. It establishes the policy framework for the ORC to achieve customer service, efficient business practices and the government's strategic priorities.

### Corporate Policy and Planning Section

The Corporate Planning and Policy department develops, monitors and reports on multi-year corporate plans and strategic directions; produces standards, procedures and quality assurances on best practices; generates corporate operating and real estate policies, portfolio management guidelines, pricing strategies; reviews government policies and interfaces with central agencies on policy issues.

### Marketing and Portfolio Planning - Gta

Marketing and Portfolio Planning - GTA provides client accommodation advisory services, negotiation of ministry-wide Accommodation Agreements, service delivery troubleshooting; advises government central agencies on government accommodation issues; markets and promotes the Ontario Realty Corporation (ORC) services; explores new business opportunities; provides market research; and provides realty investment advice, portfolio utilization and consolidation strategies, asset management analysis and advice related to the Greater Toronto Area.

### Marketing and Portfolio Planning - Province

Marketing and Portfolio Planning - Province provides client accommodation advisory services, negotiation of ministry-wide Accommodation Agreements, service delivery troubleshooting; advises government central agencies on government accommodation issues; markets and promotes the Ontario Realty Corporation (ORC) services; explores new business opportunities; provides market

research; and provides realty investment advice, portfolio utilization and consolidation strategies, asset management analysis and advice for facilities outside the Greater Toronto Area.

### Property Development Division

The Property Development Division delivers real property development for the Ontario Realty Corporation, and upon request, for ministries and broader public sector organizations. Functions include managing design and construction projects province-wide; ensuring quality contract management and compliance; providing a complete range of professional architectural, engineering and technical services, as well as interior design and research services; and delivering a full range of real estate services (development, appraisal, marketing, acquisition and property administration).

### Design Services Branch

The Design Services Branch provides a complete range of professional architectural, engineering and technical consulting services, as well as interior design services and research to provide quality workplaces for client ministries and agencies. The branch provides economic, and technically efficient environmentally conscious design services for government-occupied buildings, facilities and properties; encourages consistency in quality and standards of accommodation; and promotes compliance with building codes, standards and safety practices. The branch also plans, designs and furnishes government buildings and other special-use facilities to create workplaces that reflect user needs, functional requirements and barrier-free design for the physically disabled. It designs intelligent buildings which integrate operations, communications, lighting systems and energy management through direct digital control and monitoring systems.

The technical resource centre provides design-related information, including materials and equipment, for use by other government offices.

The branch is structured into field operations serving local facility managers throughout the province and a head office operation to provide support to the field offices and specialized consulting services to project managers and other clients.

### Project Development Branch

Project Development Branch manages the development and construction process for designated capital and other accommodation projects. Individual project managers work with clients, Ontario Realty Corporation staff, consultants and architects to bring a project through to successful completion.

The branch helps determine client needs, establishes project delivery teams, determines project specifications and manages the design and construction process. The branch determines and monitors budgets and schedules, and ensures that projects are delivered in a manner consistent with established policies, standards and corporate strategies of the government.

Program support staff manage the annual capital funding for these projects and provide detailed project cost support.

### General Classes or Types of Records

Major Capital Project Files  
Survey Plans and Field Notes

### Real Estate Services Branch - GTA

Real Estate Services Branch - GTA performs real estate services for the Ontario Realty Corporation (ORC) and provincial properties in the Greater Toronto Area by managing, planning, developing and marketing of lands for residential, commercial, institutional and industrial uses as well as affordable housing initiatives for the Ontario government. It also performs appraisals and negotiates for the acquisition of properties in the Greater Toronto Area for the ORC, client ministries and agencies.

As well as providing property administration and management services for the secretariat's properties under lease to tenants, this branch also administers, on a province wide-basis, comprehensive environmental specialist support, financial and information technology services in support of real estate activities.

The Green Workplace Program assists the Ontario Public Service in meeting government waste reduction goals through reduction, reusing and recycling. The Green Workplace Program also deals with "green" procurement, energy and water conservation, hazardous substance management and air quality.

For further information, please call the general inquiry number, (416) 585-4212.

### Common Records

Freedom of Information and Protection of Privacy Act  
Requests

### Real Estate Services Branch - Province

This branch performs real estate services for the Ontario Realty Corporation (ORC) and provincial properties throughout the province (excluding the Greater Toronto Area) by planning, developing and marketing of lands for residential, commercial and industrial uses, and affordable housing initiatives. It also performs appraisals and

acquisitions of lands for the ORC, other ministries and agencies.

The branch is also responsible for Contract Engineering required for land development projects throughout the province. It provides property management services, on an interim basis, for the secretariat's revenue-producing properties under lease to tenants.

It also administers on a province-wide basis, the Home Ownership Employee Relocation Program (HOERP).

The Real Estate Branch, Province has a site office located in Jarvis.

For further information, please call the general inquiry number, (416) 585-6770.

### Personal Information Banks

#### Home-Owner Employee Relocation Plan

Location: Real Estate Services Branch - Province. Legal Authority: Financial Administration Act, R.S.O. 1990, c.F.12. Information Maintained: Employee name, details of employee's present housing situation and needs. Uses: Offer assistance to home-owning employees who are transferred from one location to another at the government's request. Users: Branch, audit and client ministry staff. Individuals in Bank: Government employees who are relocating. Retention and Disposal: Not determined.

### Property Management Division

Property Management Division represents the Ontario Realty Corporation (ORC) province-wide through regional facilities management branches and local facilities management units which provide operational maintenance, repair, alterations and construction services to Ontario government-owned buildings; information on other Management Board Secretariat services; efficient and effective direction, control and management of the province's lease portfolio; and coordination of new leases on behalf of ministries and agencies.

The Ontario Realty Corporation ensures the division's responsiveness to client ministries' accommodation needs by placing responsibility in five regions (Greater Toronto Area (GTA), Eastern, Southwestern, Northern and Central), which oversee the operations of the management units.

Facilities management staff have responsibility for the operation, maintenance and repair of building structures, heating, ventilation, air conditioning and electrical systems. Cleaning, security, grounds maintenance (horticultural service) and common administrative services in consolidated government office buildings within the appropriate



geographic area are provided by the staff. They also administer tendering, supervision of construction of capital projects and alterations and improvements for both leased and government-owned buildings.

By offering guidance and counselling to other ministries, contractors and service suppliers, regional facilities management staff develops a closer communications link with the program specialists at Queen's Park. The district offices oversee day-to-day cafeteria operations, supplier tendering and contract administration for food services in provincial court houses and office buildings occupied by government ministries.

The Greater Toronto Area facilities management unit provides operational and maintenance services to the Office of the Lieutenant-Governor and the Premier, as well as Cabinet Office and Office of the Assembly.

Facilities management staff also respond to emergency situations requiring the protection of staff, the public and government-owned buildings.

#### **General Classes or Types of Records**

Inventory of Government-Owned and -Leased Premises  
Leasing Proposals and Contracts  
Surplus Properties  
Vacant Space Listings

#### **Personal Information Banks**

##### Tenant Property Files

Location: Property Management Division. Legal Authority: Financial Administration Act, R.S.O. 1990, c.F.12. Information Maintained: Name, address, banking institution, date of birth, driver's licence number, employer, history of payments, personal references, position/occupation, social insurance number, spouse's name, telephone number. Uses: Select tenants; collect rent. Users: Branch and audit staff, Central Collection Service, Ontario Mortgage Corporation, consumer reporting agencies, courts. Individuals in Bank: Tenants occupying government-owned property. Retention and Disposal: Variable, then destroyed.

#### **Leasing Services Branch**

The Leasing Services Branch is responsible to the government's province-wide leasing accommodation and administrative program for all ministries and many government-sponsored bodies. Its primary concerns are to negotiate the acquisition of leased space at competitive rates on a timely basis, to coordinate lease projects from their initiation to the occupation of facilities by the client ministry, to finalize lease documents so as to avoid legal entanglements, and to administer leased space and lease-purchase agreements.

#### **Property Support Services Branch**

Property Support Services Branch consists of five sections:

Policy and Program staff provides managerial and technical program planning and development, policy and procedure development, training and staff development.

The Finance and Administration staff provides centralized financial, administrative and operational services (including food services coordination and parking administration).

The Contract Administration-Projects staff provides contract administration services for facility management projects, such as alterations, minor capital works and repairs.

Elevating Devices staff provides equipment assessment, contract administration and elevator design services; ensures equipment maintenance; and supervises modernization and new construction projects.

Relocation Services staff provides co-ordination, inspections, consultation and the implementation of local and intercity office relocation.

#### **Provincial Judges Pension Board**

Provincial Judges Pension Board authorizes payments of benefits to provincial judges and administers the Provincial Judges Benefits Plan.

#### **Personal Information Banks**

##### Judges' Pension Benefits

Location: Provincial Judges Pension Board. Legal Authority: Courts of Justice Act, R.S.O. 1990, c.C.43; O. Reg. 67/92, s.33. Information Maintained: Name, address, assessment for superannuation/disability benefits, employment history, social insurance number. Uses: Determine eligibility; document payments. Users: Internal branch staff. Individuals in Bank: Provincial judges and/or spouses receiving benefits. Retention and Disposal: Forty years, then destroyed.

# METRO TORONTO CONVENTION CENTRE CORPORATION

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## Head

President and Chief Executive Officer  
Metro Toronto Convention Centre  
255 Front Street West  
Toronto, Ontario  
M5V 2W6  
(416) 585-8000

## Access

Freedom of Information and Privacy Coordinator  
Metro Toronto Convention Centre  
255 Front Street West  
Toronto, Ontario  
M5V 2W6  
(416) 585-8000



A reading room for the review of manuals and other information is open during regular office hours at 255 Front Street West, Toronto.

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The Metro Toronto Convention Centre Corporation is a Schedule II agency of the Ministry of Economic Development, Trade and Tourism. Since opening in October, 1984, the centre has earned a reputation as a world-class facility hosting more than 2 million visitors a year.

Consisting of a 200,000 sq. ft. column-free exhibit hall, 28,000 sq. ft. ballroom, 1,350 seat theatre, 40 meeting rooms, professional food preparation facilities and a 1,200 space parking garage, the centre accommodates small meetings for under 100 people to conventions of 15,000 and consumer shows attracting more than 200,000 people. The Convention Centre's consistent and outstanding quality in food and service is unsurpassed in North America.

## General Classes or Types of Records

Corporate Policies  
Credit  
Finance  
Government/Legal

## Manuals

A Guide for Employees

## Personal Information Banks

### Employment Applications

Location: Metro Toronto Convention Centre Corporation.  
Legal Authority: Metro Toronto Convention Centre, R.S.O. 1990, c.M.11, s.8. Information Maintained: Name, application forms, letters of application, resumes. Uses: Identify potential candidates for vacancies. Users: Personnel staff, department managers. Individuals in Bank: Applicants for vacant positions. Retention and Disposal: Six months, then destroyed.

### Payroll Files

Location: Metro Toronto Convention Centre Corporation.  
Legal Authority: Metropolitan Toronto Convention Centre Act, R.S.O. 1990, c.M.11, s.8. Information Maintained: Employee name, address, telephone number, yearly earnings and deductions information. Uses: Determine correct pay and deductions for employees. Users: Payroll and senior accounting staff, auditors. Individuals in Bank: Employees of the centre. Retention and Disposal: Not determined.



# MINING AND LANDS COMMISSIONER

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## Head

Commissioner  
Office of the Mining and Lands Commissioner  
Box 330  
24th Floor  
700 Bay Street  
Toronto, Ontario  
M5G 1Z6  
(416) 314-2320

## Access

Mining and Lands Commissioner  
Box 330  
24th Floor  
700 Bay Street  
Toronto, Ontario  
M5G 1Z6  
(416)314-2320

Interested members of the public may make an appointment to view files or other information at 700 Bay Street, 24th Floor, Toronto, during the hours of 8:00 a.m. to 5:00 p.m. by phoning (416)314-2320

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The office of the Mining and Lands Commissioner is an independent administrative tribunal responsible for hearing and deciding appeals under legislation administered by the Ministries of Natural Resources and Northern Development and Mines, including the Mining Act, the Conservation Authorities Act, the Aggregate Resources Act and others.

## Common Records

Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

## General Classes or Types of Records

Aggregate Resource Act Appeals  
Conservation Authorities Act Appeals  
Conservation Land Act Appeals  
Mining Act Appeals

# MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Mohawk College of Applied Arts and Technology  
Fennell Avenue and West 5th Street  
P.O. Box 2034  
Hamilton, Ontario  
L8N 3T2  
(905) 585-2067

## Access

Freedom of Information and Privacy Coordinator  
Mohawk College of Applied Arts and Technology  
Fennell Avenue and West 5th Street  
P.O. Box 2034  
Hamilton, Ontario  
L8N 3T2  
(905) 575-2067



A public reading room for the review of manuals and other information is open during regular office hours in the corporate offices, Room C111, Fennell Campus, Hamilton.

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Mohawk College provides educational programs in the fields of technology, applied arts, business, health sciences, skills and related areas. These are designed to benefit career- and employment-oriented secondary school graduates, adults and out-of-school youth, mainly from the Hamilton, Brantford and Brant County areas.

Mohawk College is operated by a Board of Governors, through the President. Reporting to the President are five operating divisions: Academic, Finance, Planning and Physical Resources, Student Affairs and Contract Services; and three support functions: Human Resources, Registrar and College Information Resources. Head office is the Fennell Campus in Hamilton. The college operates six other major campuses: Chedoke and Wentworth in Hamilton; Stoney Creek and Hamilton Industrial Training Centre in Stoney Creek; Brant-Elgin and Brant-Colborne in Brantford, plus many smaller campuses and information centres throughout the Hamilton, Brantford and Brant County area.

## Academic Division

The Executive Vice President, Academic is responsible for the policy, planning, operation and direction of academic programs within Mohawk College Learning Resources; and

the operation of committees and task forces as appropriate to the development and monitoring of programs.

## Common Records

Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Teacher Workload Records (Standard Workload Form)

## General Classes or Types of Records

Motor Vehicle Repair - Client Services

## Personal Information Banks

### College Services Clients

Location: Academic Division. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5. Information Maintained: Name of client, account and fee paid, address, details of work done, service supplied, special services/arrangements, telephone number, type of service required. Uses: Maintain a record of clients and work performed; assess progress of students performing services. Users: Manager and staff of department offering services as part of academic program. Individuals in Bank: Clients of academic program. Retention and Disposal: Not determined.

### Educational Research and Curriculum Development Services Clients

Location: Academic Division. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5. Information Maintained: Name, address, date of birth, project information, service information, status in college. Uses: Maintain a record of clients. Users: Educational Research and Curriculum Development Services staff. Individuals in Bank: Educational Research and Curriculum Development Services clients. Retention and Disposal: Not determined.

## Board of Governors

The Board of Governors is appointed by the Ontario Council of Regents, and is responsible for setting and controlling overall policy for Mohawk College, for the evaluation of the college mission and direction, for the setting of corporate goals and for the development and maintenance of appropriate corporate controls.

## General Classes or Types of Records

Bylaws  
Minutes of Board and Standing Committees  
Policies

## Finance

The Executive Director, Financial Services is responsible for policy and administrative support services in non-academic areas such as audit and finance, payroll and accounts.



## **President's Office**

The President's Office, with the full authority of the Board of Governors, directs the business and academic affairs of Mohawk College. The Mohawk College Foundation is independent organization that operate at the direction of the college Board of Governors.

### **Common Records**

Board of Governors Membership  
Employee Personnel, Payroll and Benefits Records  
Ombudsman/Human Rights Commission  
Vocational Testing and Counselling

### **Manuals**

Policy and Procedures

## **Student Affairs**

The Vice President, Brant Campuses and student affairs is responsible for policy and administrative support services in all matters affecting students outside the classroom, laboratory and field trip involvement. These are counselling and career development, athletics, medical services, student council and social activities.

### **Common Records**

FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Ontario Training Incentive Program Trainees  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History

# MUNICIPAL AFFAIRS AND HOUSING

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## Head

Minister of Municipal Affairs and Housing  
17th floor, 777 Bay Street  
Toronto, Ontario  
M5G 2E5  
(416) 585-7000

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Municipal Affairs and Housing  
777 Bay Street  
Toronto, Ontario  
M5G 2E5  
(416) 585-7000

A public reading room for the review of manuals and other information is open during regular office hours on the 2nd floor at 777 Bay Street, Toronto.

## Access for the Office for the Greater Toronto Area

Deputy Minister  
Office of the Greater Toronto Area  
Suite 1611  
20 Bay Street  
Toronto, Ontario  
M5J 2N8  
(416) 585-7000

A public reading room for the review of manuals and other information is open during regular office hours on the 2nd floor at 777 Bay Street, Toronto.

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The merger of the former Ministry of Municipal Affairs with the Ministry of Housing, was announced on June 26, 1995.

## Common Records

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Library Users Lists  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission

Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

## Municipal Affairs and Housing

The ministry is responsible for local government and community planning in Ontario. Through operational and technical assistance, the ministry encourages renewal activity in municipalities, and sound planning at the community level. Appropriate legislative, institutional, organizational, financial and management policies for municipal governments are also determined by the ministry.

## Board of Negotiation

The Board of Negotiation may act as a mediator in negotiating a settlement when real property is expropriated and no agreement can be reached on compensation. The property owner or the expropriating authority can request the services of the board.

## Communications Branch

The Communications Branch provides information and communications services to the Ministry of Municipal Affairs and Housing and its agencies.

The French Language Services section of the branch coordinates and monitors delivery of French language services for the ministry and provides translation services.

## Corporate Resources Management Division

Corporate Resources Management Division supports and advises the ministry in achieving program objectives by developing management policies and processes; setting administrative standards; delivering essential resource and support services, and providing ongoing advice on a range of management and workforce activities and issues through the following branches: human resources, financial services, administrative services and audit services.

## Administrative Services Branch

The Administrative Services Branch supplies the ministry with administrative services, including supply management, recorded information, printing, duplicating, facilities management, mail services and fleet management. The branch also administers the Freedom of Information and Protection of Privacy legislation. Liaison is provided with



Management Board Secretariat to coordinate common services.

The branch is also responsible for the library located in Toronto at 777 Bay Street, 2nd Floor. The library operates a Freedom of Information reading room which provides public access to the ministry's publications, statutes and operational manuals listed in the Freedom of Information and Protection of Privacy Directory of Records.

### **General Classes or Types of Records**

Board of Directors Meeting Minutes

### **Manuals**

Administrative (Housing)

Administrative (Municipal Affairs)

### **Personal Information Banks**

#### Agencies, Boards and Commissions - Administration Reports

Location: Administrative Services Branch. Legal Authority: Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30; Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: Name, address, record of per-diem and travel expense compensation. Uses: Administration of board, agency or commission membership. Users: Finance, Human Resources, Legal and other staff, as required. Individuals in Bank: Members of the ministry's boards agencies and commissions. Retention and Disposal: Not determined.

#### Ontario Housing Corporation (OHC) Debarred Companies List

Location: Administrative Services Branch. Legal Authority: Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: Individual's/Company's name, correspondence regarding debarment. Uses: Communicate board decisions to affected companies/individuals. Users: Staff of Agency Services, Purchasing Services and OHC board of Directors. Individuals in Bank: Debarred companies/individuals. Retention and Disposal: Not determined.

### **Audit Services Branch**

The Audit Services Branch assists the Deputy Minister and all levels of ministry management in the Ministry of Municipal Affairs and Housing and its agencies in the effective discharge of their duties. The branch conducts independent and objective evaluations of the effectiveness of controls, activities and processes, to ensure that controls and processes are satisfactory and recommends any needed improvements. The branch also provides consulting services on the adequacy of controls at the design stage of new systems, new programs and program close outs.

### **General Classes or Types of Records**

Corporate Audit Reports (Housing, Municipal Affairs, their agencies).

### **Financial Services Branch**

The Financial Services Branch provides financial management and accounting services related to all Ministry of Municipal Affairs and Housing programs, and support to agencies including Ontario Housing Corporation, Ontario Mortgage Corporation, Ontario Municipal Board, Office for the Greater Toronto Area, Office of the Provincial Facilitator and the Waterfront Regeneration Trust. These services include accounts payable, receipt of revenue, formulation of policies and procedures relating to financial control, coordination of expenditure forecasting activities for capital and operating transfer payment programs, management of the annual resource allocation and estimates process, coordination of submissions to Treasury Board, Management Board and orders-in-council to Cabinet and preparation of annual estimates and public accounts.

Other services provided by the branch include the coordination of housing-related, cost-sharing arrangements with the federal government, and the provision of accounting and banking services to 54 local housing authorities across the province.

Financial liaison with the Provincial Auditor and the Ministry of Finance is also provided by the branch.

### **Common Records**

Travel/Expense Accounts

### **General Classes or Types of Records**

Budget Services

Financial Material

### **Manuals**

OFIS Accounts Payable

OFIS Budget

OFIS Central Control

OFIS Chart of Accounts

OFIS Files and Tables

OFIS General Ledger

OFIS Rent

OFIS Rent Batch

OFIS Rent Supplement

OFIS Terminal Operations

### **Personal Information Banks**

#### Housing Authority Employees - Reports

Location: Financial Services Branch. Legal Authority: Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: Name, date of birth, insurance,

pension, salary and classification information, social insurance number. Uses: Centralize information of the 56 housing authorities; facilitate the ministry's role as agent for these authorities. Users: Ontario Housing Corporation management, Human Resources and Finance staff. Individuals in Bank: Employees of local housing authorities. Retention and Disposal: Not determined.

### Human Resources Branch

Human Resources Branch provides a full range of human resources services to the Ministry of Municipal Affairs and Housing and the local housing authorities throughout the province.

The services provided include redeployment, recruitment, Workplace Discrimination and Harassment Prevention (WDHP) coordination and investigation/advisory services; organization development and design; labour relations and grievance administration; health and safety advisory services; pay/benefits services and an equal opportunity program. In addition, the branch is responsible for strategic human resources planning, and policy development and analysis.

The branch provides service to the Ontario Housing Corporation, its agencies and the local housing authorities as follows: WDHP coordination, labour relations and grievance administration, collective bargaining pay/benefits administration and is responsible for strategic human resources planning and policy development analysis.

The branch is the ministry, Ontario Housing Corporation and the Local Housing Authorities' liaison on human resources matters with Management Board Secretariat, Ontario Public Service Employees Union (OPSEU) and the Canadian Union of Public Employees (CUPE).

Metropolitan Toronto Housing Authority has its own Human Resources Branch to serve managers and staff of the authority (416-969-6300).

#### Common Records

CORPAY

Central Attendance Recording System (CARS)

Employee Personnel, Payroll and Benefits Records

Employment Application Inventory

Employment Equity Program

General Employment History and Payroll Information

Grievances and Applications

Identity/Employee Card

Job Competitions and Applications

Medical Information (Personnel)

Ombudsman/Human Rights Commission

Performance Management

Workers' Compensation

#### Manuals

Benefits - Crown Personnel

Collective Agreements - CUPE Local 3096; CUPE Local 767; OPSEU 592; OPSEU 520.

Crown Employee Management Compensation Plan

Delegation of Authority

HIPPS Payroll

Human Resources Procedures

Local Housing Authority Human Resources Manual

Management Board Directives and Guidelines

#### Personal Information Banks

Housing Authority Employees - Reports

Location: Human Resources Branch. Legal Authority: Ontario Housing Corporation Act, R.S.O. 1990, c.O.21.

Information Maintained: None. Uses: Centralize information of the 58 housing authorities; facilitate the ministry's role as agent for these authorities. Users: Ontario Housing Corporation management, Human resources and Finance staff. Individuals in Bank: Employees of local housing authorities. Retention and Disposal: N/A.

### Employment Equity Office

The Employment Equity Office is responsible for the strategic planning, development and implementation of ministry employment equity programs and initiatives. Functions of the office include program design, monitoring, evaluation, and support and advice to managers and staff in areas such as: free access to employment, hiring, promotions, positive measures, staff training in equity, workforce analysis and advice on workplace discrimination and harassment prevention.

### Information and Technology Services Branch

The Information and Technology Services Branch provides direction, advice and services to the Ministry of Municipal Affairs and Housing and its agencies relating to information technology strategic plans, information technology needs for effective program delivery; the use of office technology and telecommunications; and technology planning and policy development in support of the ministry's business goals and program objectives. The branch works with Management Board Secretariat's Information and Technology Division.

#### General Classes or Types of Records

Ministry Information Technology Inventory

### Legal Services Branch

The Legal Services Branch provides a full range of legal services to the Ministry of Municipal Affairs and Housing and its boards and agencies. Services include statutory



interpretation, drafting legislation, preparation of legal documents such as contracts, leases and mortgages, and offering legal opinions on a wide variety of issues. Counsel in the branch also assists in the legal aspects of policy development and program delivery. Other services include prosecutions, litigation support to Crown Law Office Civil, advocacy before administrative tribunals, such as the Ontario Municipal Board, and prosecutions.

### **Common Records**

Career Planning/Training  
 Central Attendance Recording System (CARS)  
 Employee Personnel, Payroll and Benefits Records  
 Employment Application Inventory  
 Employment Equity Program  
 Freedom of Information and Protection of Privacy Act Requests  
 General Employment History and Payroll Information  
 Grievances and Applications  
 Job Competitions and Applications  
 Litigation Files  
 Performance Management  
 Professional Development  
 Travel/Expense Accounts

### **General Classes or Types of Records**

Computer Contracts  
 Consultants and Other Agreements (including agreements with municipalities)  
 Government and Private Legislation and Regulations  
 Litigation Files  
 Minister's Zoning Orders and Amendments Committee Meetings  
 Statutes, Publications and Bulletins

### **Office of Ministry Correspondence**

The Office of Ministry Correspondence is responsible for the tracking and production of all correspondence addressed to the Minister and Deputy Minister. The office monitors performance standards for correspondence and maintains a central filing system and information.

### **Personal Information Banks**

#### French Language Skills Assessment

Location: Office of Ministry Correspondence. Legal Authority: French Language Services Act, R.S.O. 1990, c.F.32, s.2 and s.14. Information Maintained: Name, French course information and employment status, branch, employment category, evaluation results, evaluator name, location. Uses: Compliance with the French Language Services Act. Users: Ministry staff, Office of Francophone Affairs, Ontario French Language Services Commission. Individuals in Bank: Ministry staff. Retention and Disposal: Duration of employment, then transferred to archives.

## **Housing Operations Division**

The Housing Operations Division is responsible for the administration of all not-for-profit housing, housing supply and public housing.

Ministry staff works with non-profit and cooperative housing organizations, the private sector, other ministries and other levels of government in the administration of private and municipal non-profit and cooperative housing. Division staff also provide services to the Ontario Housing Corporation, landlord of Ontario's public housing stock.

### **General Classes or Types of Records**

Administration - Program and Operational Procedures for Social Housing

### **Executive Support Unit**

The Executive Support Unit provides support to the Assistant Deputy Minister's office and senior management in the coordination of divisional and corporate level initiatives and business support activities that cross individual branch or regional interests. The unit plays a coordinating role in divisional projects arising from government priorities.

### **Non-Profit and Market Housing Programs Branch**

The Non-Profit and Market Housing Programs Branch develops operational policy initiatives regarding management and financing of social and market housing; evaluates and advises on current social housing programs and issues for the Ontario Housing Corporation, non-profit and cooperative housing and related housing sectors; and coordinates federal-provincial relations and sector liaison for the Housing Operations Division.

### **General Classes or Types of Records**

Community Housing User Management Information System  
 Financial  
 Housing Reports and Statistics  
 Non-Profit Tracking System  
 Operational Policy Development  
 Program Outlines  
 Program and Operational Procedures for Social Housing.

### **Manuals**

Applicant/Tenant Administration  
 Community-Sponsored Housing Program Non-Profit  
 Conservation Specifications (Volumes I, II, III)  
 Energy Management Operations, High-Rise Apartment Buildings  
 Fire Log Book and Safety Plan  
 Housing Authority Administration - English version  
 Housing Authority Administration - version française

Index Linked Mortgage Rent Supplement - English Version  
Index Linked Mortgage Rent Supplement - version française  
Municipal Development - Pre-1986  
Municipal Non-Profit - Pre-1986  
Non-Profit Administration - Post 1986  
Occupational Health and Safety Administration - English Version  
Occupational Health and Safety Administration - version française  
Ontario Community Housing Assistance Program (OCHAP)  
Planned Maintenance - English Version  
Planned Maintenance - version française  
Rent Supplement - English Version  
Rent Supplement - version française  
Technical Guide for Family Planning  
Technical Guide for Special Projects with Care Facilities  
jobsOntario - Homes Development  
jobsOntario Homes Development - version française

### Ontario Housing Corporation Support Branch

The Support Branch provides dedicated services to the Ontario Housing Corporation (OHC) to assist in the management of OHC's public housing portfolio. The branch facilitates communication with seven regional offices and OHC's local delivery agents (54 local housing authorities); designs, develops and supports the implementation and evaluation of programs; supports the planning and coordination of housing and support services for people with special needs; provides corporate secretarial services to the OHC board; administers the appointment of members to the OHC board and to the boards of the 54 local housing authorities; and manages and coordinates corporate initiatives and projects.

#### General Classes or Types of Records

OHC Board of Directors Meeting Minutes  
Operational and Technical Standards  
Planning Together Action Plans  
Program and Operational Policy Development  
Technical Studies, Reports and Reviews  
Technotes Publications

#### Manuals

Energy Management for Highrise Buildings  
Fire Log Book and Safety Plan  
Local Housing Authority Administration  
Occupational Health and Safety Administration  
Planned Maintenance  
Rent Supplement

### Personal Information Banks

#### Community Development and Tenant Participation Grants Program

Location: Ontario Housing Corporation Support Branch.  
Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ontario Housing Corporation Act, R.S.O. 1990, c.O21. Information Maintained: Amount funded, contact person and address, summary of initiative. Uses: To provide information on the grants funding under this program. Users: Branch staff, tenant associations, community agencies, housing authorities, other ministries, other governments. Individuals in Bank: Tenant associations, housing authorities, community agencies. Retention and Disposal: Not determined.

### Regional Offices

The Regional Offices are responsible for the administration of social and market housing programs across the province. Regional Offices (located in Hamilton, London, Ottawa, Toronto, Markham, Sudbury and Thunder Bay) provide technical, financial and administrative support to 54 local housing authorities, and over 1,000 non-profit housing corporations and cooperatives.

The Regional Offices ensure the province-wide administration of various social and market housing programs, including Provincial Non-Profit Housing Programs; Low-Rise Rehabilitation Program (LRRP); Convert-to-Rent; and Rent Supplement Program.

### Personal Information Banks

#### Consultants Hired by Ontario Housing Corporation

Location: Regional Offices. Legal Authority: Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: Name, address, business details of professional consultants, contract terms and conditions. Uses: Record retention of consultants; record payments made; assist in performance appraisal. Users: Ministry financial, administrative and technical staff. Individuals in Bank: Consultants. Retention and Disposal: Seven years, then destroyed.

#### Convert-to-Rent Program - Applicants

Location: Regional Offices. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30. Information Maintained: Name, address and financial information, site meeting reports and construction reports, staff assessments. Uses: Determine eligibility for interest-free construction loans. Users: Program, regional staff and ministry auditors. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.



### Federal-Provincial Non-Profit Housing Programs - P3000/3600/10000, jobsOntario

Location: Regional Offices. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30. Information Maintained: Name, address, financial information, staff assessments. Uses: Determine eligibility for financial assistance. Users: Regional Office staff, ministry auditors, Canada Mortgage and Housing Corporation. Individuals in Bank: Applicants (non-profit groups). Retention and Disposal: Seven years, then destroyed.

### Federal-Provincial Rural Housing Program (Ownership)

Location: Regional Offices. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30; Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: Name, address, financial information, staff assessments. Uses: Determine appropriate cost-sharing with Canada Mortgage Housing Corporation. Users: Regional Office staff, Finance staff and ministry auditors. Individuals in Bank: Applicants (homeowners). Retention and Disposal: Seven years, then destroyed.

### Federal-Provincial Senior Citizen Rural Housing Program

Location: Regional Offices. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18, Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.O.21. Information Maintained: Name, Canada Mortgage and Housing Corporation-signed agreements, certificates of final costs, completion dates, construction starts, reports to Ontario Housing Corporation Board. Uses: Determine eligibility for funding. Users: Housing Field Operations, RHPO, LHA staff, ministry auditors. Individuals in Bank: Applicants. Retention and Disposal: Seven years, then destroyed.

### Low-Rise Rehabilitation Program

Location: Regional Offices. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30. Information Maintained: Name, address, staff assessments. Uses: Determine eligibility for funding. Users: Regional Office staff, ministry auditors. Individuals in Bank: Applicants (landlords). Retention and Disposal: Seven years, then destroyed.

### Ontario Home Renewal Program for Disabled Persons (OHRP-D)

Location: Regional Offices. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30. Information Maintained: Name, address, financial data, staff assessments. Uses: Determine eligibility of homeowners to receive loans to make modifications to improve accessibility for disabled occupants. Users: Regional Office staff,

ministry auditors. Individuals in Bank: Applicants (homeowners). Retention and Disposal: Seven years, then destroyed.

### Ontario Home Renewal Program in Unorganized Territories

Location: Regional Offices. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30. Information Maintained: Name, address, financial data, staff assessments. Uses: Determine eligibility for funding. Users: Regional Office staff, ministry auditors. Individuals in Bank: Applicants (homeowners). Retention and Disposal: Seven years, then destroyed.

### Portable Living for Seniors (PLUS) or "Granny Flats" Demonstration Project

Location: Regional Offices. Legal Authority: Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30; Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: Name, address, health and marital status, lot information, rent paid for unit. Uses: Administer the demonstration project; formulate, implement, and evaluate program and its policies. Users: Regional Office staff. Individuals in Bank: Project participants, PLUS occupants and host families. Retention and Disposal: Seven years, then destroyed.

### Rent Supplement Program

Location: Regional Offices. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30; Ontario Housing Corporation Act, R.S.O. 1990, c.O.21. Information Maintained: Name, address of landlord, agreement, authorization to lease. Uses: Determine suitability of units offered by landlords. Users: Regional Office staff, housing authorities, finance staff and ministry auditors. Individuals in Bank: Landlord/applicant. Retention and Disposal: Seven years, then destroyed.

## **Non-Profit Housing Programs**

The Non-Profit Housing Programs provide a source of moderate-cost housing for families, senior citizens, childless couples, single persons and persons with disabilities. These programs were designed to allow community-based sponsoring groups to create reasonably priced housing. Sponsors were municipal and private non-profit corporations, non-profit housing cooperatives, churches, service clubs and other associations.

About 70 percent of the units created are allocated to people who cannot afford suitable accommodation. They pay rents based on their incomes (about 26 per cent of gross income) rather than on the size or type of units they require.

Under the Federal/Provincial Non-Profit Housing Programs, subsidies are provided to the community-based sponsors by

the provincial government, under a federal/provincial cost-sharing arrangement.

The Ontario Non-Profit Housing Programs are another source of subsidies provided to community-based sponsors by the provincial government.

The above programs are administered by the ministry's Regional Offices. For information, contact the local Regional Office.

### **General Classes or Types of Records**

Municipal Building Profile Program  
Operational and Technical Standards  
Property Management Support Programs  
Seniors' Retirement Community

### **Manuals**

Federal/Provincial Non-Profit Administration  
Index-Linked Mortgage Program  
Municipal Non-Profit Development  
Municipal Non-Profit Administration  
Non-Profit Development  
Ontario Community Housing Assistance Program

## **Public Housing Program**

The public Housing Program is a form of government-assisted housing in Ontario. The program refers to housing owned by the Ontario Housing Corporation, which is managed by 54 housing authorities across the province. There are approximately 84,000 units of public housing in Ontario. All public housing units are subsidized in order to make them affordable to individuals and families in need.

## **Rent Supplement Program**

The Ontario Housing Corporation (OHC) and its local housing authorities work closely with the private sector in making suitable rental accommodation available for tenants who pay rents according to their incomes.

Under the Rent Supplement Program, OHC pays landlords the difference between the tenants' geared-to-income rents and the full rental rate negotiated between OHC (or the local housing authority) and the landlords.

Prospective tenants are chosen from the local housing priority list for rent-geared-to-income housing. The landlord meets with Local Housing Authority staff to discuss applications from prospective tenants. The applicant is then advised of the availability of the unit by the local housing authority, and leasing arrangements are made between the landlord and the prospective tenant.

The tenant signs a lease with the landlord who is responsible for the normal landlord/tenant relationships, such as rent collection, maintenance, repairs and services normally offered to all tenants in the building.

For further information, contact the local housing authority office (see Ontario Housing Corporation and Local Housing Authorities).

### **General Classes or Types of Records**

Education and Training Materials  
Operational and Technical Standards

## **Housing Planning and Policy Division**

The Housing Planning and Policy Division is responsible for all policy development functions in the ministry affecting housing. The division develops and administers the Ontario Building Code Act. It also delivers the Community Partners Program.

## **Corporate and Strategic Analysis Branch**

The Corporate and Strategic Analysis Branch is responsible for providing corporate, strategic and market analysis, and advice on housing-related government-wide issues.

### **General Classes or Types of Records**

Corporate Planning Documents (e.g., Ministry Strategic Plan)  
Housing Market Statistics

## **Housing Development and Buildings Branch**

The Housing Development and Buildings Branch is responsible for ministry policy on housing development issues and building regulation, and Ontario's building regulatory system through development and administration of the Building Code (which includes plumbing regulations). In these capacities, the branch also assists private sector applicants and planning authorities in achieving housing objectives in community and project-specific planning and development approval processes, and supports training on the Building Code for the building industry and municipal building officials.

### **General Classes or Types of Records**

Building Code Administration  
Building Code Education and Training  
Regulatory Research Analysis and Statistics

### **Manuals**

Guide and Illustrations to the Building Code  
Guidelines for the Interpretation of ASHRAE 90.1



Housing Advocacy Guide  
 Ontario Building Code  
 Ontario Building Code CD-ROM  
 Ontario Plumbing Code

## Housing Policy Branch

The Housing Policy Branch is responsible for developing strategic policy recommendations and legislation in the areas of affordable housing supply, maintenance and management of the existing housing stock and rent regulation. The Community Partners Program is also delivered by the branch.

### General Classes or Types of Records

Housing Research Projects

## Community Partners Program

The Community Partners Program funds local services, usually called Housing Help Services, to assist low-income households find inexpensive rental housing. The services maintain registries of rental accommodations, match landlords and tenants, provide information on landlord and tenants' rights and responsibilities, and mediate landlord and tenant disputes.

Service providers must be not-for-profit organizations in Ontario.

### General Classes or Types of Records

Community Partners Program (administration files)

## Rent Control Programs

Ontario's Rent Control Act limits the amount of rent increases in private, residential rental accommodation throughout Ontario and offers protection to tenants against inadequate maintenance of their rental units. The main office of Rent Control Programs provides an inspection and maintenance protection program in areas without municipal, health, safety and occupancy bylaws. Through a network of 20 area rent control offices, Rent Control Programs resolves applications from landlords and tenants, provides education and information services and investigates and prosecutes illegal activities. Area offices also provide information on all landlord and tenant matters, including the Landlord and Tenant Act.

### General Classes or Types of Records

Administration - Regional and Local Offices  
 Computer-Generated Reports  
 Connexion Newsletter  
 Education and Training  
 Financial

Housing Reports and Statistics  
 Mailing Lists  
 Public Literature

### Personal Information Banks

#### Mediation and Appeal Files Regarding Applications for Rent Reductions and Rebates

Location: Rent Control Programs. Legal Authority: Rent Control Act, 1992. Information Maintained: Financial information. Uses: Assist in mediation of applications for rent reductions or rebates. Users: Commission staff and the parties involved. Individuals in Bank: Applicants for rent reductions or rebates. Retention and Disposal: Eight years, then transferred to Archives.

#### Submissions from Landlords and Tenants Respecting Proposed Orders

Location: Rent Control Programs. Legal Authority: Rent Control Act, 1992. Information Maintained: Financial information. Uses: Determine whether or not to order repair work. Users: Board members and staff. Individuals in Bank: Individuals corresponding with inspectors/board/staff. Retention and Disposal: Not determined.

#### Tenants' Applications for Rent Reductions or Rent Rebates

Location: Rent Control Programs. Legal Authority: Rent Control Act, 1992. Information Maintained: Supporting financial data. Uses: Determine the lawful rent that may be charged; determine whether or not tenant is entitled to a rent rebate or reduction. Users: Commission members and staff, applicants, affected landlords. Individuals in Bank: Applications for rent reductions or rebates. Retention and Disposal: Eight years, then transferred to Archives.

#### Written Complaints from Tenants Respecting Maintenance

Location: Rent Control Programs. Legal Authority: Rent Control Act, 1992. Information Maintained: Telephone number. Uses: Determine if property inspections are required. Users: Board members, staff, inspectors. Individuals in Bank: Tenants in residential rental units. Retention and Disposal: Not determined.

## Rent Registry

As part of the Rent Control Act, 1992, the province-wide Rent Registry records the maximum rent for private residential rental units. This process involves the annual undating of the rents filed by landlords in accordance with the rent control guideline or as a result of rent-setting orders.

Landlords were required to register complexes (other than boarding houses) with 7 or more units by December 1, 1992. Registration of complexes with 4 to 6 units will be required at a later date, but may be filed earlier. The rent to be filed is generally the rent charged on July 1, 1985, but in some cases will be the October 1, 1990 rent.

The registry records in its computer system the rent filed by the landlord and any rent orders. The landlord and tenants are notified, and may apply to local Rent Control Offices to correct information or dispute the legality of the registered rent.

The registry ensures compliance with registration requirements, investigates registered and current rents and prosecutes offences.

Information recorded in the Rent Registry is available from the local Rent Control Office serving the area where the complex is located (see listing under Rent Control Programs).

### Rent Review Hearings Board

The Rent Review Hearings Board hears appeals under the Residential Rent Regulation Act, R.S.O. 1990, c.R. 29. Appeals can be made by landlords or tenants who are directly affected by and disagree with the Minister's decisions concerning determination of rent, disputed rent, rent rebate, standards of rental units, etc. Information, advice, publications, brochures and information sheets, videos, annual report and reference material on the appeal process for tenants and landlords are available from the Board Office listed above. Under the new rent control legislation, the Rent Review Hearings Board is not required. However, the board must continue to exist as a legal entity until its caseload is completely resolved.

### Rental Housing Protection Program

The Rental Housing Protection Program administers the Rental Housing Protection Act, 1989.

Certain activities that reduce the stock of rental housing in larger centres are restricted by the Act. Municipal councils' approvals are required for proposals to convert, demolish, renovate, sever into individual ownership or otherwise change the use of rental housing. Tenants may not be evicted for these activities until municipal approval is obtained. Controls over condominium conversion apply to all rental residential properties in the province.

The program provides advice on the Act to municipalities and the general public and undertakes inquiries on alleged violations. The Rental Housing Protection Act brochure is available to the general public in English, French, Polish, Portuguese and Chinese.

## Municipal Expenditures Division

The branches in the Municipal Expenditures Division are involved in the administration of grant payment to municipalities and other ministry clients (i.e., Ministry of

Natural Resources) and the audit of provincial grant programs on behalf of the ministry and other ministries (Ministry of Environment and Energy, Ministry of Transportation).

### General Classes or Types of Records

Documentation on Status of Bilingual Ministry Personnel  
Statistical Information on Designated Municipalities

## Ontario Municipal Audit Bureau

The Ontario Municipal Audit Bureau audit provincial/municipal transfer payment programs for the Ministries of Agriculture, Food and Rural Affairs; Citizenship, Culture and Recreation; Community and Social Services; Environment and Energy; Finance; Health; Municipal Affairs and Housing; Natural Resources; Northern Development and Mines; and Transportation.

The bureau ensures that transfer payment recipients comply with relevant agreements and legislation, and works closely with the ministries and municipalities to promote accountability and sound financial management practices.

### Public Records

#### Municipal Officials

Purpose: Publish Municipal Directory. Legal Authority: Municipal Act, R.S.O. 1990, c.M.45, s.82; Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30, s.82, s.4(1)(a) and s.4(4). Information Maintained: Names and titles of elected and some appointed municipal officials. Retrievability: Name, municipality, locality characteristics. Retention and Disposal: Three years, to coincide with municipal elections, then destroyed. Access Procedures: Director, Program Services Branch, 13th Floor, 777 Bay Street, Toronto, Ontario M5G 2E5. Tel: (416) 585-6243.

## Subsidies Management Branch

The Subsidies Management Branch administers programs for the ministry under which grant or loan payments are made to municipalities, planning boards or individuals. It also pays grants in lieu of property taxes to municipalities for government-owned properties that are tenanted.

Municipalities receive grants under the Unconditional Grants Act; grants in lieu of taxes on provincially owned and occupied properties; and conditional grant programs for planning, zoning and other municipal improvements.



Grants are also available to assist municipalities with pay equity programs, to hire students and provide them with training and development under the Education and Training Program, to pay for French municipal services and to administer planning activities in planning areas within unorganized territory in northern Ontario.

The branch also captures and maintains a large database of municipal financial and statistical information about municipalities. The information is made available to other ministries, municipalities and individuals.

### **Personal Information Banks**

#### Annexation Assistance

Location: Subsidies Management Branch. Legal Authority: Barrie-Vespra Annexation Act, 1984. Information Maintained: Minister's order for payments - cheques and payment records. Uses: To reduce the loss of revenue due to boundary changes. Users: Ministry of Municipal Affairs and Housing. Individuals in Bank: Township of Vespra. Retention and Disposal: Permanent record.

#### Assistance Under the Assessment Act

Location: Subsidies Management Branch. Legal Authority: Amendment to Assessment Act, 1989. Information Maintained: Memorandum from the Finance Branch to make payment. Uses: To offset the loss of municipal taxation revenue from the reassessment of distilleries. Users: Ministry of Municipal Affairs and Housing. Individuals in Bank: Fourteen municipalities. Retention and Disposal: Permanent record.

#### Municipal Education and Training Initiatives Fund (METP)

Location: Subsidies Management Branch. Legal Authority: Ministry of Municipal Affairs and Housing Act, R.S.O. 1990, c.M.30, s.4; Order-in-Council 1773/85. Information Maintained: Payment requests from Field Management Branch. Uses: Decide eligibility for grants. Users: Ministry of Municipal Affairs and Housing. Individuals in Bank: Planning Boards, associations, banks and AMO. Retention and Disposal: Permanent record.

#### Municipal Loan Fund Program (Under Social Contract Agreement)

Location: Subsidies Management Branch. Legal Authority: Letter of instruction from the Minister of Finance. Information Maintained: Name of municipalities involved, bylaw number of loan application, interest rates, loan amount, loan statement, loan transfer records, municipality name, repayments, signed loan agreement. Uses: To relieve the financial impact on municipalities as a result of UGA reductions. Users: Ministry of Finance, Ministry of Municipal Affairs and Housing. Individuals in Bank: Municipalities. Retention and Disposal: Permanent record.

#### Municipal Student Awareness Program

Location: Subsidies Management Branch. Legal Authority: Ministry of Municipal Affairs and Housing Act, 1981, R.S.O. 1990, c.M.30, c.19, s.4; Order-in-Council 1773/85, as amended. Information Maintained: Application and claim forms including name, address, education. Uses: Establish municipalities' eligibility for subsidies to hire students for an 18-week period. Users: Branch staff, Field Management Branch. Individuals in Bank: Students hired by municipalities qualifying for subsidies. Retention and Disposal: Four years, then transferred to archives.

#### Ontario Disaster Relief Assistance Program

Location: Subsidies Management Branch. Legal Authority: Order-in-Council 1770/85. Information Maintained: Public agencies' and individuals' names and addresses, allowable grant paid, personal financial information. Uses: Determine eligibility for grants. Users: Branch staff. Individuals in Bank: Individuals and public agencies suffering financial hardship as a result of natural disasters. Retention and Disposal: Three years, then transferred to archives.

#### Payments-in-Lieu of Taxes

Location: Subsidies Management Branch. Legal Authority: The Municipal Tax Assistance Act. Information Maintained: Names and addresses of ministries and Crown agencies. Uses: Pay grants to municipalities for provincially owned and occupied property. Users: Branch staff. Individuals in Bank: Owner ministries. Retention and Disposal: Three years, then transferred to archives.

#### Property Liens For Recovery of Municipal and School Tax Loans Provided to Private Land Owners Until 1980

Location: Subsidies Management Branch. Legal Authority: Municipal and School Tax Credit Assistance Act, R.S.O. 1967. Information Maintained: Names and addresses of property owners, amount received, property lien number, sequence number, year of receipt of loans. Uses: Maintain a record of liens placed on property for purposes of recovering property tax loans. Users: Ministry staff. Individuals in Bank: Individuals who received loans for payment of municipal and school tax credit. Retention and Disposal: Two years after discharge of lien, then transferred to archives.

#### Tenants of Provincial Properties Tax Program

Location: Subsidies Management Branch. Legal Authority: Assessment Act, R.S.O. 1990, c.A.31, s.18. Information Maintained: Names and addresses of tenants of provincial properties, property assessment and ownership, school support, share of property taxes paid. Uses: Pay municipal and school board taxes on provincially-owned and tenanted properties. Users: Branch staff. Individuals in Bank: Tenants of provincial properties. Retention and Disposal: Three years, then transferred to archives.

## Municipal Operations Division

The branches within Municipal Operations Division provide a full range of services to support local government, including community planning, community economic development, educational services, and financial and operational services. Service is provided through head office branches and a network of five regional offices.

### Community Development Branch

The Community Development Branch is the focus for the ministry's activities and support for Community Economic Development (CED). It is responsible for CED policy development, and the design and management of new initiatives in support of CED. The branch works with other ministry branches and other ministries in designing new initiatives to ensure consistency with broad provincial interests and priorities. It also promotes and markets community development concepts throughout the province, in concert with overall government strategy.

The branch is responsible for delivering the Community Loan Fund and Community Investment Share Programs. The branch is also responsible for activities related to downtown revitalization and local economic development and acts as the contact with business improvement areas.

#### General Classes or Types of Records

Business Improvement Area Program and Association  
Commercial Area Improvement Program  
Community Improvement Policies  
Community Investment Share Program  
Community Loan Fund  
Consultants' Reports  
Grant Programs to Municipalities  
Grants - Ontario Neighbourhood Improvement Program  
Grants - Planning Administration Grants Program  
Grants - Summer Experience Program  
Program for Renewal, Improvement, Development and Economic Revitalization

#### Manuals

Business Area Improvement Manual

### Municipal Boundaries Branch

The municipal Boundaries Branch supports provincial and local government interests in reducing the size and cost of municipal government and improving the efficiency, accountability and effectiveness of local government. This is accomplished by working with municipalities to implement annexations, amalgamations and restructuring of groupings of municipalities.

#### General Classes or Types of Records

InterMunicipal Agreements (annexations/amalgamations)  
Municipal Bylaws (annexations/amalgamations/municipal restructuring)

#### Manuals

A Guide to the Municipal Boundary Negotiations Act  
Amalgamation: The Process

### Plans Administration Branches

The two Plans Administration Branches (Central and Southwest, and North and East) make decisions on land use planning applications submitted under the Planning Act. These applications include official plans, official plan amendments, subdivision and condominium plans, land severance applications, zoning orders and road adjustment bylaws. The branches also approve part-lot control bylaws, title validations and deeming bylaws and they monitor the Minister's authority delegated to municipalities and planning boards in unorganized territories. Both branches are also responsible for the protection and implementation of provincial interests through the planning process, much of this being done at the preconsultation stage of the process. Special projects include streamlining the planning process by providing one-window service and implementing planning reforms.

#### Common Records

Travel/Expense Accounts

#### Manuals

Application Forms (new versions)  
Growth and Settlement Policy Guidelines  
Municipal Financial Reporting Handbook  
Planning Administration Fees  
Plans Administration Branch Planning Operations  
Plans Administration Policies and Procedures

### Regional Operations Branch

Regional Operations Branch, through its regional offices, supports local government by providing municipalities with services, programs and advice on municipal finance and administration, educational programs, land use planning, community improvement and boundary negotiation. This branch is also administering the Canada-Ontario Infrastructure Works Program in municipalities in southern Ontario.

#### Personal Information Banks

Line Fence Reference and Deputy Referee Appointments

Location: Regional Operations Branch. Legal Authority:

Line Fences Act, R.S.O. 1990, c.L.17, s.27(2), (3).

Information Maintained: Name, address, and (if volunteered



by the applicant) date of birth, community experience, education, employment, marital status. Uses: Determine eligibility for appointment. Users: Minister of Municipal Affairs and Housing. Individuals in Bank: Applicants for appointment. Retention and Disposal: Until appointment ends, then transferred to archives.

#### **Planning Board Memberships**

Location: Regional Operations Branch. Legal Authority: Planning Act, R.S.O. 1990, c.P.13, s.9 and s.10. Information Maintained: Name, address, community experience. Uses: Decide eligibility for membership. Users: Minister of Municipal Affairs. Individuals in Bank: Applicants for membership on some planning boards. Retention and Disposal: Until membership ends, then files transferred to archives.

### **Municipal Policy Development Division**

Municipal Policy Development Division is responsible for the development of policies, legislation and regulations related to municipal government structure, finance and land use planning.

#### **General Classes or Types of Records**

Background Information on Community Planning and Development  
Parkway Belt and Amendments  
Planning Studies  
Policy Statements on Land Use and Related Guidelines

#### **Local Government Policy Branch**

The Local Government Policy Branch is responsible for the development and evaluation of policy with respect to municipalities in the province, especially as it relates to their creation, organization, responsibilities and electoral powers. The branch also has responsibility for coordinating intergovernmental relations on municipal issues and for processing appointments to municipal affairs agencies. The branch also offers teleconferencing facilities for use of ministry branches and clients.

#### **Municipal Finance Branch**

The Municipal Finance Branch examines and develops policy alternatives for the municipal finance framework which contributes to the financial viability and accountability of municipalities. The municipal finance framework includes aspects such as property tax policies and policies related to other local revenue sources, provincial grants, investment, borrowing and debt policies, methods of financing infrastructure, pension issues and policies affecting municipal spending responsibilities and financial forecasting.

#### **Planning Policy Branch**

As of April 1, 1996, the former Municipal Planning Policy and the Provincial Planning Policy Branches will be amalgamated to become the Planning Policy Branch.

The Planning Policy Branch coordinates provincial and municipal land use policy development. It develops policy and legislation related to land use planning. The branch develops and implements area policy statements and plans under the Ontario Planning and Development Act, 1994, and the Planning Act and administers the Parkway Belt West Plan.

#### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Identity/Employee Card  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts

#### **General Classes or Types of Records**

Background Information on Different Provincial Sub-Areas  
Background Information on Community Planning and Development  
Parkway Belt West Plan, Plan Amendments and Related Maps

#### **Office for the Greater Toronto Area**

The Office for the Greater Toronto Area serves the Government of Ontario, its agencies and the regional and local municipalities of Metropolitan Toronto, Durham, Halton, Peel and York as they manage the significant growth occurring in the area. Regional and local administrators participate in the process through the Greater Toronto Coordinating Committee (GTCC).

The office has a proactive and strategic role in assisting with the management of growth and development of the area. A key goal is to promote and develop the Greater Toronto Area as an affordable international centre that is liveable and sustainable both environmentally and economically. Publications which explore these topics in greater detail are available to the public directly from the Office.

#### **Common Records**

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
General Employment History and Payroll Information  
Identity/Employee Card  
Job Competitions and Applications

Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

#### **General Classes or Types of Records**

Administrative Information  
Agreements Between Consultants and OGTA  
Airports  
Bulletins and Publications  
Consultants' Reports  
Growth Management Strategy in the GTA  
Project Research and Development  
Reference Library  
Role and Mandate of the GTA  
Sewer and Water Information  
Urban Structure Strategy

#### **Office of the Provincial Facilitator**

The Office of the Provincial Facilitator provides a dispute-resolution service to the public and private sectors to assist in the approvals process for economically significant development projects. It sponsors and contributes to the improvement in the overall performance of the land use plan review and approvals system. It promotes the use of alternative dispute resolution in all government businesses, especially land use planning.

#### **Office of the Special Adviser**

The Special Adviser is the Chief Executive Officer of the Ontario Mortgage Corporation. (see separate entry). He also heads the Seaton Interim Planning Team.

#### **Ontario Mortgage Corporation**

The Ontario Mortgage Corporation provides mortgage administration and financing under government initiatives such as Low-Rise Rehabilitation, Convert-to-Rent, Ontario Renter-Buy and Ontario Rental Construction Loan.

There are two sections within the branch: Realty Finance and Planning, which includes Operational Accounting, and Mortgage Programs (77 Grenville St., 9th Floor, Toronto M5S 1B3, Tel: 416-314-3650, Fax: 416-314-3677).

#### **General Classes or Types of Records**

Mortgage Administration and Services  
Special Ministry Program Materials

#### **Manuals**

OMC Loan Accounting Manual  
OMC Mortgage Administration

#### **Personal Information Banks**

##### Mortgage and Lease Agreements

Location: Ontario Mortgage Corporation. Legal Authority: Business Corporations Act, R.S.O. 1990, c.B.16.

Information Maintained: Name, address, correspondence, mortgage payment history. Uses: Document and process payments for mortgage and tenancy agreements; other administrative purposes. Users: Internal section staff.

Individuals in Bank: Mortgagors/tenants of OMC. Retention and Disposal: Not determined.

#### **Agencies**

#### **Building Code Commission**

The Building Code Commission resolves disputes regarding the interpretation of the technical requirements of the Building Code.

#### **General Classes or Types of Records**

Dispute Applications to the Building Code Commission

#### **Manuals**

Policy and Procedures Manual

#### **Building Materials Evaluation Commission**

The Building Materials Evaluation Commission examines, researches and authorizes materials, techniques and building design, where no criteria are set out in the Building Code. Typically, this involves the consideration of applications requesting authorization of any innovative material, system or building design in respect of any building or part thereof.

#### **General Classes or Types of Records**

Applications to the Building Materials Evaluation Commission

#### **Manuals**

Policy and Procedures Manual

#### **North Pickering Development Corporation**

The Seaton Interim Planning Team was formed in early 1990 to lay the groundwork for the North Pickering Development Corporation. In carrying out its mandate, the team has undertaken planning studies and consulted the public on alternative strategies for these provincial land holdings northeast of Metropolitan Toronto, in the Regional Municipality of Durham.

#### **General Classes or Types of Records**

Aerial Photographs  
GIS Database



North Pickering Development Corporation  
Seaton Community Library

## Ontario Housing Corporation and Local Housing Authorities

Ontario Housing Corporation (OHC) provides and manages public-assisted rental housing units.

OHC's local housing authorities, located throughout the province, administer rent-geared-to-income units in various municipalities. OHC units accommodate families, senior citizens, disabled people, single persons and childless couples.

All Local Housing Authorities use a priority system to rank applications according to the degree of need. The rent is calculated on a scale that is geared to gross household income. Assaulted women applying for permanent subsidized housing are eligible for special consideration.

Contact the Local Housing Authority in your area of the province to apply for accommodation.

### Common Records

Board of Governors Membership  
CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Litigation Files  
Medical Information (Personnel)  
Performance Management  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Corporate - Policy, Finance and Administration  
Housing Authority - Financial Information Systems  
Housing Authority - Applicants/Tenants  
Housing Authority - Administration

### Personal Information Banks

Housing Authority - Tenants and Applicants  
Location: Ontario Housing Corporation and Local Housing Authorities. Legal Authority: Housing Development Act, R.S.O. 1990, c.H.18, ; Ontario Housing Corporation Act,

R.S.O. 1990, c.O.21. Information Maintained: Tenant's/applicant's name, date of birth, family composition, household income/rent data, social insurance number, supporting medical documentation, tenancy records. Uses: To determine eligibility of and priority of need among applicants and determine rent calculations for rent geared-to income tenants. This information is used for the Tenant/Applicant Priority System (TAPS) tracking system. Users: Housing authority staff, ministry auditors. Individuals in Bank: Tenants and applicants. Retention and Disposal: Indefinite for current tenants. Seven years, then destroyed for former tenants.

## Metro Toronto Housing Authority

As one of 54 housing authorities with the Ontario Housing Corporation landlord, Metropolitan Toronto Housing Authority administers rent-geared-to-income housing through six district offices. Tenant applications are made to the Rent Registry. Complaints should first be directed to on-site project managers. The Maintenance Inquiry Board operates a 24-hour service for after-hours maintenance problems. In addition to management, maintenance and security services, recreation development programming are provided in consultation with residents.

### Common Records

Board of Governors Membership  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Health and Medical Records  
Job Competitions and Applications  
Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Annual Reports  
Financial - Budgets and Reports  
MTHA Board Material  
MTHA Property Listing  
Mission Statements and Race Relations Policy Statements  
Rent Supplement Program Administration and Management  
Social Housing Portfolio Administration and Management  
Statistical Data on MTHA Tenants and Housing Units  
Tenant Handbooks

### Manuals

MTHA Administration  
MTHA Maintenance

## Ontario Municipal Board

The Ontario Municipal Board (OMB) is an independent, quasi-judicial administrative tribunal. Its principal responsibility is to hold public hearings from decisions made by Ontario municipalities and, once a hearing is concluded, to provide a decision. Most applications, appeals and referrals to the board involve disputes over land use planning, but a significant number also deal with assessment matters, annexations, land compensation, ward boundaries and objections to municipal proposals for financing capital works. The board is affected by approximately 100 public statutes and more than 80 private statutes, including the Planning Act, the Assessment Act, the Expropriations Act and the Local Improvements Act.

### General Classes or Types of Records

Calendar Information

Case Files and Hearings Exhibits

Computerized Information Retrieval System Decisions

Ontario Municipal Board - Administrative Tribunal

### Manuals

Applications Under the Municipal Act

Assessment Act

Assessments

Conservation Authorities Act

Drainage Act

Expropriations Act

Local Improvement Act

Planning Act

### Public Records

#### Ontario Municipal Board

Purpose: Resolution of appeal/referral/application, resulting

in decision of Board. Legal Authority: Ontario Municipal

Board Act. Information Maintained: Act, file number,

municipality, appellant. Retrievability: act, file number,

municipality, appellant. Retention and Disposal: On site:

current year plus one previous year; all open files

Government storage/Archives: closed files; exhibits. Access

Procedures: On-site: call to determine availability

Government storage: call OMB to arrange retrieval for

viewing Archives: contact Archives of Ontario.



# MINISTER RESPONSIBLE FOR NATIVE AFFAIRS

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## Head

Minister Responsible for Native Affairs  
720 Bay Street, 11th Floor  
Toronto, Ontario  
M5G 2K1  
(416) 326-4000

## Access

Freedom of Information and Privacy Coordinator  
Ontario Native Affairs Secretariat  
595 Bay Street, Suite 1009  
Toronto, Ontario  
M5G 2C2  
(416) 326-4740



Copies of the Directory of Records and other information are available in the Resource Centre during regular office hours at 595 Bay Street, Suite 1009.

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## Ontario Native Affairs Secretariat

The Ontario Native Affairs Secretariat (ONAS) supports the Minister Responsible for Native Affairs. The Secretariat develops corporate policy on Aboriginal issues for the Government of Ontario and coordinates its implementation. The Secretariat also advises other ministries on issues relating to Aboriginal communities.

ONAS assesses the historical and legal merits of Aboriginal land claims, negotiates land claims, and coordinates the implementation of settlement agreements. ONAS manages the province's negotiation on self-government initiatives and is also responsible for developing appropriate policy frameworks for the conduct of self-government and land claim negotiations.

ONAS assists other government ministries engaged in negotiations with Aboriginal communities and provides support to ministries' policy and program development as it affects Aboriginal people. Through liaison with other ministries and the review of Cabinet Submissions, ONAS monitors implementation of government-wide Aboriginal policy. It also coordinates the Ontario Government's involvement in Aboriginal affairs at the inter-provincial and national levels.

The Secretariat consists of two main divisions. One division, Corporate Policy and Planning, is located in Toronto and is divided into Executive Services, Corporate

Services, Communications and Education Services, and Corporate Policy and Planning. The other division, Land Claim and Self-Government Negotiations, consists of Negotiation Support, located in Toronto, Negotiations (Toronto) and Negotiations (Thunder Bay). Negotiations Support is responsible for the development of policy on land claims and self-government, and for support functions relating to the land claim and self-government negotiations processes. Negotiations (Toronto) is responsible for conducting land claim and self-government negotiations in southern and central Ontario, including the north shore of Lake Huron and Georgian Bay. Negotiations (Thunder Bay) is responsible for conducting land claim and self-government negotiations along the north shore of Lake Superior, in Northwestern Ontario, and in the James and Hudson Bay areas. The Secretariat also has a Legal Services Branch, which is located in Toronto.

ONAS maintains an Information Centre located in Pembroke for the Algonquins of Golden Lake Land Claim. This Information Centre provides information about ongoing negotiations to local residents and receives input from those affected by, or interested in, land claims in this area.

## Common Records

Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
Litigation Files

## General Classes or Types of Records

Agreements and Legislation  
Communications and Public Education  
Economic/Resource Development  
Government/Native Organizations/Committees  
Land Claim and Self-Government Negotiation Files  
Legal Services Files  
ONAS Resource Centre  
Social Issues

# NATURAL RESOURCES

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## Head

Minister of Natural Resources  
6th Floor, Whitney Block  
99 Wellesley Street West  
Toronto, Ontario  
M7A 1W3  
(416) 314-2301

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Natural Resources  
380 Armour Road, Time Square  
P.O. Box 7000  
Peterborough, Ontario  
K9J 8M5  
(705) 740-1609

A public reading room for the review of manuals and other information is open during regular office hours in the Natural Resources Library which is located on the fifth floor at ICI House - 90 Sheppard Avenue East, North York.  
Telephone: (416) 314-1622.

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Publications, maps and licences are available in the Natural Resources Information Centre on the Main Floor, Room M1-73, MacDonald Block, 900 Bay Street, Toronto.

The ministry's mandate is to contribute to the environmental, social and economic well-being of Ontario through the sustainable development of natural resources; to ensure the long-term health of the ecosystem; to ensure the continuing availability of natural resources for the long-term benefit of the people of Ontario; to protect natural heritage and biological features of provincial significance; and to protect human life, the resource base and physical property from the threats of forest fires, floods and erosion.

The ministry has a main office and a field organization. The main office comprises the Office of the Deputy Minister, the Policy and Planning Division, Corporate Services Division and Science and Information Resources Division.

The field organization is made up of the Operations Division, which includes Aviation, Flood and Fire Management, Great Lakes, Provincial Operations, and Aboriginal Policy and Operations branches and 4 regional offices - Northwest, Northeast, Central and Southern. Each regional office maintains between 5 and 8 district offices and several area offices. The ministry also has a number of work and research stations and affiliated agencies.

The Mineral Resources Group, consisting of the Ontario Geological Survey Branch, Mineral Resources Branch and Office of the Mines Assessor, was transferred from the Ministry of Natural Resources to the Ministry of Northern Development and Mines in 1985. All enquiries concerning the records of this group should be addressed to the Ministry of Northern Development and Mines.

## Deputy Minister's Office

### General Classes or Types of Records

Briefing Notes  
Cabinet Submissions and Minutes  
Contentious Issues Book  
Copies of Minister's Correspondence  
Executive Committee Submissions and Minutes  
General Administrative Records  
House Issues Book  
Intergovernmental Affairs

## Communications Services Branch

Communications Services Branch maintains records of the Ministry of Natural Resources news releases, speeches, factsheets and other publications, displays and audio-visual products produced by the branch. Mailing lists and fax addresses are also maintained to facilitate distribution.

Films, video tapes, still photos and portable displays are maintained primarily for Ministry of Natural Resources use. Publications and video cassettes are available to the public through the Natural Resource Information Centres in Toronto, Peterborough and through some local ministry offices.

### General Classes or Types of Records

Communications Services Policies, Procedures and Guidelines  
Community Relations  
French Language Services  
Publications Records

### Manuals

Audio-Visual Catalogue  
Communications Design Manual  
Communications Services Policies, Procedures and Guidelines  
French Language Services Policies, Procedures and Guidelines  
Speech Builder



## Organizational Development Branch

The Organizational Development Branch has four main areas of responsibility: redeployment, relocation, re-engineering, and quality assurance. Projects under the branch include the management of the relocation of MNR's Toronto main office to Peterborough; managing the redeployment of surplus employees; establishing a quality assurance framework; implementing an audit program and coordinating corporate issues with respect to partnerships, quality service and performance measurement.

### Common Records

Career Planning/Training

### General Classes or Types of Records

Relocation Records

Reorganization Records

Surplus Employee Records

### Manuals

Home Owner Employee Relocation Guidelines

Learning Resource Catalogue

MNR Relocation Expenses Policy

MNR: Moving Forward

## Zimbabwe Natural Resource Management Program

The goal of the Zimbabwe Natural Resource Management program is to assist the Zimbabwe Ministry of Environment and Tourism to achieve the sustainable development of Zimbabwe's natural resources and environment by providing technical advice and assistance, particularly in the areas of policy development and coordination, data collection and analysis. The Director's office is located in Harare and is responsible for overseeing the management and coordination of two projects: an Environmental Planning and Coordination Unit, and a Research and Technical Branch.

A support office is located in North York and is responsible for day-to-day operations management, training coordination and the procurement of Canadian goods and services.

## Corporate Services Division

The Corporate Services Division is responsible for providing corporate administrative support and services for ministry programs. It includes the following branches: Legal Services, Human Resources, Finance and Administration Policy; and Central and Support Services. In addition, the Director of the second phase of the Integrated Financial and Administrative System (IFAS) reports to the Assistant Deputy Minister of this division.

### Common Records

Career Planning/Training

Employment Application Inventory

Employment Equity Program

General Employment History and Payroll Information

### General Classes or Types of Records

Asset Inventories

Coroner's Inquests

Facilities Portfolio

Facilities Project Management

Government-Provided Employee Accommodation

Information Technology Project

Inventory of Parks, Buildings and Facilities

Inventory of Sewer Systems in Provincial Parks

Inventory of Water Quality (Ground Water in Selected Provincial Parks)

List of Land Sales and Purchases

Litigation (accident claims, claims by the Crown (MNR) proceedings against the Crown)

MNR "Building Green" Initiative

MNR Facilities Data Base

Mines (transferred to Ministry of Northern Development and Mines)

Movable Assets

Patents, Trademarks, Copyright

Project Design in Provincial Parks

Purchasing, Tenders and Proposals

Regulations and Legislation for Acts Administered by MNR

Rehabilitation Security Deposits (pits and quarries, timber, mines)

Suppliers' Contracts and Agreements

Treasury Board/Management Board Submissions/Minutes

Youth Employment Programs

### Manuals

Communications Design Manual (includes A/V, publications and signs)

Communications Services Policies, Procedures and Guidelines

Computer-Aided Drafting and Design (CADD) Standards and Guidelines

Design Criteria for Park Facilities

Hazardous Materials and Safety

Improvement Act

Information Technology

Learning Resources Catalogue

Licence Issuing Manual (Fish and Wildlife)  
List of Environmental and Design Services for Provincial  
Parks System  
Main Office Facilities Program Manual  
Manual of Fire Financial Operations  
Occupational Health and Safety  
Park Permit Accounting Manual  
Parks Development Standard  
Payroll User's Manual  
Performance Measures Systems User's Guide  
Records and Information Management  
Revenue Receiving System User's Manual  
Speech Builder  
Staff Suggestion System Policy and Operating Manual  
Terms of Reference for Flood Plain Mapping  
Unclassified IPPEBS User's Manual  
Work Program Planning and Procedures

### Central and Support Services Branch

The Central and Support Services Branch is responsible for corporate support services, including accountable advance services, accounts payable and accounts receivable (revenue). The revenue function includes the control of collateral securities, and records and reports on revenue from timber operations, sales and leases of Crown land, mining, aggregate, pits and quarries, and provincial parks operations, fish and wildlife licences and sundry other cash receipts.

The branch also provides corporate payroll and benefits services, corporate purchasing services, corporate capital asset and facilities management, central supply and distribution, and delivery of the fish and wildlife licensing system, including wildlife draws and the Outdoors Card.

#### General Classes or Types of Records

Audio-Visual Materials (exhibits, displays, films, videotapes)  
Community Relations  
Inventory of Parks Buildings and Facilities  
Inventory of Sewer Systems in Provincial Parks  
MNR Facilities Data Base  
Purchasing, Tenders and Proposals  
Suppliers' Contracts and Agreements

#### Personal Information Banks

##### Accounting System for Aggregates

Location: Central and Support Services Branch. Legal Authority: Aggregate Resources Act, R.S.O. 1990, c.A.8; R.R.O. 1990, Reg.15, s.7(1) and s.34(1). Information Maintained: Operator's name, address, licence number, collateral held in trust. Uses: Maintain records of collateral deposits and refunds. Users: Branch administrative staff, program specialists, district inspectors, legal and accounting firms for audit purposes. Individuals in Bank: Aggregate

operators. Retention and Disposal: Two years, then destroyed.

##### Accounts Receivable - Gas and Oil Leases (MARS)

Location: Central and Support Services Branch. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.102. Information Maintained: Individual's/Company's name, account number, address. Uses: Billing; collect revenue from oil and gas leases, exploratory licences. Users: Staff of Revenue Section and Resource Stewardship & Development Branch. Individuals in Bank: Mining companies, licensees and leaseholders. Retention and Disposal: Ten years, then transferred to archives.

##### Accounts Receivable - Land Sales and Water Power

Location: Central and Support Services Branch. Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2, s.15, s.16, s.41 and s.42. Information Maintained: Company's/Individual's name and address, account numbers, lease and sale numbers, leases, property descriptions. Uses: Maintain records of land and water power payments; bill and collect revenue for land sales/water power payments; maintain record of patented lands. Users: Staff of the Office of the Surveyor General, Financial Planning and Analysis Section. Individuals in Bank: Private and government bodies producing water power, municipalities, ministries, individuals purchasing Crown land. Retention and Disposal: Ten years, then transferred to archives.

##### Accounts Receivable - Leases and Licences of Occupation

Location: Central and Support Services Branch. Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2, s.20 and s.41. Information Maintained: Name, address, amount of rent, description of property, financial transactions pertaining to the property. Uses: Billing; collect fees. Users: Ministry officials. Public access to names, addresses and amount of rent. Individuals in Bank: Licensees and leaseholders. Retention and Disposal: Perpetuity.

##### Accounts Receivable - Timber Accounts Receivable System (TARS)

Location: Central and Support Services Branch. Legal Authority: Crown Timber Act, R.S.O. 1990, c.C.51, s.11(2). Information Maintained: Operator's name, address, customer and licence numbers. Uses: Bill for and collect revenue from stumpage and area charges for the removal of trees; maintain record of agreements, liens, etc. Users: Staff of Revenue Section, Forest Industry Services Section and regional and district offices. Individuals in Bank: Companies/Individuals licensed to remove trees from Crown properties. Retention and Disposal: Five years, then transferred to archives.

##### Licence Issuers - DRAMS and MORAMS

Location: Central and Support Services Branch. Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1, s.43(2); Interpretation Act, R.S.O. 1980, c.219, s.27(b). Information



Maintained: Name of licence issuer, account number, business location, licence types and quantities sent, revenue received/owed, telephone number. Uses: Maintain an inventory of fish and wildlife licences; maintain accounts receivable. Users: Staff of Outdoors Licencing, Field Offices and Revenue Receiving. Individuals in Bank: Individuals appointed by the Minister of Natural Resources as issuers of fish and wildlife licences. Retention and Disposal: Five years after resignation, then destroyed.

#### Non-Resident Hunting and Fishing Licences

Location: Central and Support Services Branch. Legal Authority: Regulations made under the Game and Fish Act. Information Maintained: Name, address, and, date of birth, hair and eye colour, height, in some banks, weight. Uses: Issue licences; maintain identification records; user surveys; compliance, management and resource allocation information. Users: Ministry staff. Individuals in Bank: Non-resident hunters and anglers. Retention and Disposal: Three years, then destroyed. Unsold licences destroyed immediately after year end.

#### Other Fishing and Wildlife Applications, Permits and Licences (other than recreational hunting or fishing)

Location: Central and Support Services Branch. Legal Authority: Regulations made under the Game and Fish Act. Information Maintained: Name, address, conditions of licences where applicable. Uses: Resource Allocation Information, maintain identification records, user surveys, compliance. Users: Ministry staff. Individuals in Bank: All resident or non-resident fish and wildlife resource users not including recreational users but may include exporters, hunters and anglers, commercial harvesters, trappers, farmers, preserve operators, collectors, guides, propagators and sellers. Retention and Disposal: Varies - 2 to 10 years.

#### Outdoors Card (Hunting and Fishing Version)

Location: Central and Support Services Branch. Legal Authority: Regulations made under Game and Fish Act, R.S.O. 1990. Information Maintained: Name of client, Name of client, address, conservation or seasonal fishing, date of birth, expiry date, hair and eye colour, identifier, number, previous hunting licence (if applicable) includes "old" Wildlife Valid, suspension from angling and/or hunting, type of 3-year licence obtained (i.e. small game). Uses: Licencing, compliance, fisheries and hunting management. Users: Ministry fisheries, wildlife and revenue staff. Individuals in Bank: All resident fishing and hunting licence holders. Retention and Disposal: Permanent.

#### Recreational Resident Sport Fishing and Hunting Licences

Location: Central and Support Services Branch. Legal Authority: Game and Fish Act, R.S.O. 1990, and regulations made thereunder. Information Maintained: Name, address, date of birth, height and hair colour, outdoors card number. Uses: Licencing, enforcement fisheries and wildlife, resource allocation. Users: Ministry fisheries, wildlife,

planning, licencing and enforcement staff. Individuals in Bank: Licence holders. Retention and Disposal: Three years, then destroyed, except tombstone information contained under Outdoors Card (10 years).

## **Finance and Administration Policy Branch**

The Finance and Administration Policy Branch provides the ministry with progressive financial and administrative policy, planning, advice and advocacy in support of the ministry's strategic directions and management principles. The branch provides leadership in the development of administrative policy in support of client needs, and also leads the development and maintenance of a ministry appropriation and expenditure control framework. In addition, the branch provides accurate, timely financial management, policy development and information. It assists senior management to ensure the ministry manages its finances effectively and wisely by playing a lead role in financial planning and by providing value-added advice and analytical support. Through its corporate accounting unit, the branch enables and maintains the financial controllership function by analysing, modifying, facilitating and supervising the operation and products of the integrated financial and administrative system. The branch provides a strong advocacy role in the ministry's dealings with central agencies through a "one-window" approach as the ministry's liaison with Treasury Board and Management Board.

### **General Classes or Types of Records**

Accounts (land sales/rentals, water power leases, licences)  
Bankruptcy Reports  
Capital Projects (major and minor)  
Construction Lien Claims  
List of Land Sales and Purchases  
Rehabilitation Security Deposits (pits and quarries, timber, mines)

### **Manuals**

Financial Management Volumes 1 and 2  
Supply Manual Volumes 1-4

## **Human Resources Branch**

The Human Resources Branch works in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It establishes ministry personnel policies, procedures and appropriate classification and compensation levels for employees. The branch is also responsible for staffing, benefit policies, safety programs, Workers' Compensation, human resource planning, employee counselling, investigation of employee grievances and conflict of interest cases, French language services, continuous learning and all matters affecting working conditions and performance. The branch also serves as a liaison between the ministry and the Human

Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

The ministry's personnel and employee benefit records are maintained by the branch. For seasonal and contract employment, call the ministry's district offices, listed under the Field Organizations entries. For information regarding youth programs, such as Ontario Rangers and Ontario/Quebec exchange, call 705-740-1208. For information about Summer Experience and Environmental Youth Corps programs, call 416-314-1875. For summer employment in the Metro Toronto area, call 416-314-1770. For summer employment throughout Ontario, call 705-740-1208 or 416-314-1785 or 416-314-1873. For general employment inquiries call 416-314-1750.

Youth employment opportunities are administered by the branch. The major youth initiatives are the Ontario Ranger Program, Summer Experience Program and Environmental Youth Corps. The Ontario Ranger Program is an outdoor summer work/educational experience in a camp environment geared to 17-year-old students who are interested in resource management. The Summer Experience Program is a skills-oriented training program for youth between the ages of 15 and 24 (29 if disabled), designed to develop transferrable skills. The Environmental Youth Corps is an environmentally focused program exposing youth between the ages of 15 and 24 (29 if disabled) to environmental issues while at the same time offering job experience.

### Common Records

#### CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Employment Application Inventory

General Employment History and Payroll Information

Grievances and Applications

Identity/Employee Card

Job Competitions and Applications

Medical Information (Personnel)

Ombudsman/Human Rights Commission

Performance Management

Workers' Compensation

Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Government-Provided Employee Accommodation  
Personnel

### Manuals

Communications Design Manual (includes A/V,  
publications and signs)

Direction for Managing Human Resources

French Language Services Policies, Procedures and  
Guidelines/Strategies Manual  
Hazardous Materials and Safety  
Occupational Health and Safety  
Ontario Ranger Manual  
Performance Measures System User's Guide  
Personnel Policies and Procedures  
Unclassified Staff Policy Manual

### Personal Information Banks

#### Conflict of Interest

Location: Human Resources Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47. Information Maintained: Employee's name, documentation concerning conflict of interest. Uses: Determine whether or not there is a conflict of interest when staff carry on non-ministry activities or bid on ministry contracts. Users: Deputy Minister, employee. Individuals in Bank: Employees reporting conflicts of interest to the Deputy Minister. Retention and Disposal: One year, then transferred to archives.

#### Driver Training, Testing and Ministry Vehicle Accidents Records

Location: Human Resources Branch. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8. Information Maintained: Names, address, age, driver's licence number, results of vision tests. Uses: Determine driver's qualifications. Users: Managers, safety officers, regional coordinators. Individuals in Bank: Classified and unclassified employees driving ministry vehicles. Retention and Disposal: Permanent.

#### Essential and Emergency Services Lists (Form 2)

Location: Human Resources Branch. Legal Authority: CECBA, Sections 30, 32, 34. Information Maintained: Names of qualified managers, Position classification, position classification, position class code, position title, normal hours of work/schedule, names of qualified others, names of qualified bargaining unit (OPSEU) employees, social insurance number, department code, position group, position number, classified/non-classified/seasonal, normal complement, number of designated positions, number of management offsets, net bargaining unit designated. Uses: To determine the order in which OPSEU employees are called into work during a work stoppage for positions designated as essential or emergency services. Users: Human Resources Branch, designated worksite managers, designated OPSEU local representatives, OPSEU. Individuals in Bank: Qualified OPSEU employees for designated positions, management offsets, other employee offsets. Retention and Disposal: Continually updated; retention and disposal of outdated lists undetermined.



### Staff Transfers to Ministry of Northern Development and Mines

Location: Human Resources Branch. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31. Information Maintained: Name, Name, position of employee transferred to new Ministry of Northern Development and Mines. Uses: Record people, ceiling dollars, positions transferred. Users: Assistant Deputy Minister - Corporate Services Division, selected senior executives. Individuals in Bank: Employees transferred to Ministry of Northern Development and Mines. Retention and Disposal: Not determined.

### **Youth Programs Office**

The responsibility of the Youth Programs Office is to provide students with work experience and education to improve their understanding and appreciation of integrated resource management. The purpose of this is to provide opportunities for career progression within the Ministry of Natural Resources and resource-based industry.

### **Integrated Financial and Administrative System Project**

The Integrated Financial and Administrative System (IFAS) Project team has the responsibility for acquiring, modifying and implementing the system for the Ministry of Natural Resources.

The information currently available from IFAS, at this stage in the system's implementation, includes anything to do with expenditure accounting i.e., accounts payable, purchasing, journal entry.

### **General Classes or Types of Records**

Information Technology Project Information  
MNR "Building Green" Initiative

### **Legal Services Branch**

The Legal Services Branch counsels the ministry on legal matters, including the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The branch also supplies general legal services, such as preparing litigation, settling claims and acting at court hearings. The Legal Services Branch is responsible to the Attorney General's Office.

### **General Classes or Types of Records**

Coroner's Inquests  
Litigation

### **Personal Information Banks**

#### Agreements and Contracts

Location: Legal Services Branch. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31, s.8; Interpretations Act, R.S.O. 1990, c.I.11, s.28(b). Information Maintained: Name, address, awards made, bonds, financial arrangements, payments, record of tenders opened, terms of agreement. Uses: Establish terms and conditions of contracts between the Crown and contractors. Users: Administrative officials in federal, provincial and municipal governments; and parties to the agreement/contract. Individuals in Bank: Federal, provincial and municipal government agencies, and contractors in the private sector who are a party to a contract. Retention and Disposal: Twenty-one years, then transferred to archives.

#### Claims and Legal Proceedings

Location: Legal Services Branch. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31, and various acts administered by the ministry. Information Maintained: Name, accident claims, accident reports, address, age, articles seized, bankruptcy reports, cause of death, charges, claim, compensation claims, employment, fatalities, financial statements, penalties, proceedings against the Crown, prosecutions, seizures, sex. Uses: Provide basis for possible litigation or preparation for prosecutions; resolve claims; evaluate cause of accident; obtain Minister's approval to expropriate land. Users: Ministry administrative officials. The Attorney General and the Coroner's Office have access to some banks. Individuals in Bank: Individuals reporting accidents, charged with violations, pursuing litigation proceedings, identified in court action, owing the ministry money, or who have declared bankruptcy, or died in circumstances that may involve the ministry. Retention and Disposal: Maximum 12 years, then transferred to archives, some not determined.

#### Claims and Legal Proceedings

Location: Legal Services Branch. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31; Public Lands Act, R.S.O. 1990, c.P.43, s.2 and s.24(4); Game and Fish Act, R.S.O. 1990, c.G.1. Information Maintained: Name, affidavits, assets, licences, location of property, notice to vacate lands, quit claim deeds, settlements. Uses: Determine legal entitlement to lands; evict those occupying Crown lands without authorization; acquire commercial fishing businesses; determine compensation. Users: Ministry administrative officials. Individuals in Bank: Individuals occupying land without authorization or whose title is in dispute, or whose commercial fishing business has been purchased by the ministry. Retention and Disposal: Ten years, then transferred to archives.

## Legal and Quasi-Legal Hearings and Inquiries

**Location:** Legal Services Branch. **Legal Authority:** Ministry of Natural Resources Act, R.S.O. 1990, c.M.31; and various specific acts such as the Aggregate Resources Act, R.S.O. 1990, c.A.8. **Information Maintained:** Name, address, appeals judgments, charges, financial information, hearing board documents, investigation reports, licences, medical information, permits. **Uses:** Provide basis for hearings; resolve complaints; prepare evidence for appeals to determine whether or not permits should be renewed, refused or cancelled. **Users:** Ministry administrative officials. **Individuals in Bank:** Individuals appealing ministry decisions, lodging complaints with the Ombudsman or appeals with the Mining and Lands Commissioner, or who have had pits and quarry licences renewed or refused. **Retention and Disposal:** Maximum 20 years, then transferred to archives.

## Orders-in-Council

**Location:** Legal Services Branch. **Legal Authority:** Ministry of Natural Resources Act, R.S.O. 1990, c.M.31, and 19 Acts administered by the ministry. **Information Maintained:** Name, address, salary, social insurance number. **Uses:** Make appointments to agencies, boards and commissions. **Users:** Ministry administrative officials. **Individuals in Bank:** Public servants, ministries, government agencies, private citizens. **Retention and Disposal:** Eight years, then transferred to archives.

## Forests Moving Forward Project

The Forests Moving Forward Project has been established to develop and implement a strategic plan which ensures the integrated management of Ontario's forests and effectively allocate Natural Resources' human and financial resources to the ministry's continuing evolution of roles and responsibilities.

## Operations Division

Operations Division is responsible for the local delivery of all MNR programs through its four regions and 27 districts. In addition, four branches deliver or coordinate programs that focus on the management of the Great Lakes; aboriginal people; aviation, flood and forest fire management; enforcement of laws and regulations; provincial hatchery and nursery programs, and timber allocation, licensing and measurement. The regions are responsible for science and technology transfer, site region planning, regional operations, native liaison and conservation authority coordination.

## General Classes or Types of Records

Aquatic Weed Control  
 Budget Allocations  
 Budget Review  
 Canada-Ontario Rideau-Trent-Severn (CORTS)  
 Canoe Routes  
 Capital Development and Maintenance  
 Commercial Fish Buy-Outs  
 Conservation Officers' Weekly Activity Reports  
 Cottage Lot Program  
 Crown Land Camping  
 Crown Land Survey Plans (opinions, field notes, microfilm)  
 Dams - Operation and Maintenance, Generating Stations  
 Dams - Operation and Maintenance  
 District Cutting Licences and Forest Management Unit Records  
 Federal-Provincial Agreement for the Protection of Reserve Lands  
 Financial Audits of Conservation Authorities  
 Illegal Occupations of Crown Land  
 Local Roads Boards, Cottagers Associations  
 Map Project (artwork, air photo, negative film)  
 Mill Licence Reports  
 Municipal Drains, Subdivisions  
 Niagara Escarpment Plan  
 Ontario Land Inventory Maps  
 Program Reviews and Constraints  
 Quetico Foundation  
 Railway Crossings  
 Remote Sensing  
 Remote-Sensing Technology  
 Resource Status Reports (predator control, game harvest, wild rice, etc.)  
 Road Construction, Maintenance, Bridges  
 Satellite Imagery (computer tape, microfiche)  
 Solid Waste Disposal  
 Southern Ontario Guidelines for Work Program Planning  
 Southern Ontario Regional Issues  
 Strategic Fisheries Management Plans  
 Strategic Fisheries Plans (regions and districts)  
 Tenders, Agreements, Concessions  
 Tenders, Agreements, Service Contracts (parks)  
 Tourism - Lake Inventory  
 Transportation of Dangerous Goods  
 Tree Nursery Station Records (stock, seed, research and operations)  
 Tree Nursery Station Records (stock, container seed, chemical research, operations)  
 Unauthorized Occupations of Crown Land  
 Work Permits  
 Work Planning



## Personal Information Banks

### Accommodation or Hunting Services - Certificates

Location: Operations Division. Legal Authority: O.Reg. 492/83. Information Maintained: Name/address of hunting service or tourist accommodation proprietors, bear- and deer-hunting reports, immediate resident relatives, name/address of non-resident bear/deer hunters. Uses: Analyze compliance with regulations; obtain non-resident bear- and deer-harvest information. Users: Regional wildlife specialist. Individuals in Bank: Proprietors of hunting services or tourist accommodations, non-resident bear and deer hunters. Retention and Disposal: Not determined.

### Boat-Cache Decal Holders - Northwest Region

Location: Operations Division. Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2. Information Maintained: Names and addresses of boat owners, locations of boats cached in the northwestern region, makes, models, registration numbers, sizes. Uses: Maintain inventory; control boats cached on Crown land. Users: Ministry lands, fisheries and timber staff. Individuals in Bank: Proprietors of hunting services or tourist accommodations, non-resident bear and deer hunters. Retention and Disposal: Not determined.

### Lakes and Rivers Improvement Act - Submissions

Location: Operations Division. Legal Authority: Lakes and Rivers Improvement Act, R.S.O. 1990, c.L.3, s.14(1). Information Maintained: Name, address, application for approval of plans and specifications, application for location approval, location of site, size and type of dam. Uses: Maintain records; provide basis for review and approval; maintain inventory of dams. Users: Regional and district administrative and technical staff. Individuals in Bank: Applicants. Retention and Disposal: Not determined.

### Land Rentals Accounts Receivable System (RARS)

Location: Operations Division. Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2, s.15, s.16, s.41, and s.42; Provincial Parks Act, R.S.O. 1980, c.401, s.21(1)(f). Information Maintained: Algonquin and Rondeau Park leases, Crown and miscellaneous leases, Individual's/company's name, account and lease numbers, address, annual rents and locations, easements, property descriptions, summer resort leases and licences of occupation. Uses: Bill for and collect revenue from Crown land leases and licences; maintain records of all transactions. Users: Staff of Resource Stewardship and Development Branch, Public Lands Section, regional and district offices. Public has access to select information. Individuals in Bank: Companies, individuals renting Crown land. Retention and Disposal: Three years, then destroyed.

### Ministry Lists, Comments and Opinions

Location: Operations Division. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31, and a number

of other statutes assigned to the ministry. Information Maintained: Name, address, comments, opinions (only where comments or opinions have been solicited). Uses: To inform interested parties about ministry events or to solicit comments/opinions concerning natural resource management issues as per legislative requirements. Users: Applicable program staff. Individuals in Bank: Members of the public who have requested natural resource management information, or who have provided comments/opinions on natural resource management issues. Retention and Disposal: Not determined.

### Ontario Ranger Program

Location: Operations Division. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31. Information Maintained: Ratings of Ontario rangers, comments on ratings. Uses: Rate performance; provide information to potential employers. Users: District manager; prospective employers, including government ministries, with consent of the individual. Individuals in Bank: Seventeen-year-olds accepted into the Ontario Ranger Program. Retention and Disposal: Two years, then destroyed.

### Petroleum Resources Data System (PRDS)

Location: Operations Division. Legal Authority: Petroleum Resources Act, R.S.O. 1990, c.P.12. Information Maintained: Names and addresses of licensed oil and gas operators. Uses: Obtain technical information for statistical purposes, reports, etc. Users: Ministry staff, associated governments, oil and gas industry. Individuals in Bank: Oil and gas producers and explorers, machine operators, land-owners and lessees. Retention and Disposal: Not determined.

### Pits and Quarries Licensees and Permittees

Location: Operations Division. Legal Authority: Aggregate Resources Act, R.S.O. 1990, c.A.8, s.7(1) and s.34(1). Information Maintained: Name, address, location of property, security on deposit for rehabilitation. Uses: Aggregate production on a yearly basis; determine amount spent on rehabilitation each year. Users: Administrative staff, and pits and quarries inspectors and supervisors. Individuals in Bank: Licensees and Permittees. Retention and Disposal: Not determined.

### Site Plan Replacement Schedule

Location: Operations Division. Legal Authority: Aggregate Resources Act, R.S.O. 1990, c.A.8, s.69. Information Maintained: Name, address, date site plan is to be replaced, location of property. Uses: Establish deadline for licensees to submit new plans. All former licensees under the Pits and Quarries Control Act who reapplied for a licence under the Aggregate Resources Act must submit new site plans within four years. Users: Administrative staff, pits and quarries inspectors and supervisors. Individuals in Bank: Licensees. Retention and Disposal: Not determined.

### Trapline and Trapping Records

Location: Operations Division. Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1. Information Maintained: Trapper's name, conduct, harvest records, history of traplines. Uses: Administer regional trapping program; manage fur resources; decide on licence renewal, etc. Users: Program specialists, administrative staff, trappers. Individuals in Bank: Licensed trappers, fur dealers, applicants for new licences and transfers, fur sealers. Retention and Disposal: Some for five years, then destroyed; some in perpetuity.

### Tree Distribution System - Program Applicants

Location: Operations Division. Legal Authority: Forestry Act, R.S.O. 1980, c.175, s.8.2. Information Maintained: Name, address, description of property to be planted, nursery stock required and shipped, order number. Uses: Invoicing, stock control, shipping reports. Users: Nursery administrative and technical staff. Individuals in Bank: Applicants. Retention and Disposal: Five years, then transferred to archives.

## **Aboriginal Policy and Operations Branch**

The Aboriginal Policy and Operations Branch plans and directs the development and evaluation of policies and strategies of the ministry related to aboriginal peoples in Ontario. The branch is also responsible for ensuring that policies affecting aboriginal people are complemented through ministry operations.

### **General Classes or Types of Records**

Native Issues

## **Aviation, Flood and Fire Management Branch**

The Aviation, Flood and Fire Management Branch of the Ministry of Natural Resources provides: forest fire management services for the province including fire management policies and strategies, fire prevention and detection, and the basic resources for controlling forest fires; flight and maintenance crews and equipment for forest fire fighting and transportation, and other specialized aviation services to all government ministries; flood forecasting and warning and coordination of emergency planning for flood and fire.

### **General Classes or Types of Records**

Agreements for Aviation and Fire Control (federal, resource sharing, inter-agency, interprovincial, district)  
Air Transport, Airbases  
Aircraft and Water Bombers (acquisition, disposal, operation, etc.)  
Chemical Fire Retardants  
Commercial Aircraft Companies

Fire Decision Support System (detection, prevention, control operations)

Fire Emergency Service (service centres, training)

Fire Environment and Weather

Fire Review Data (statistics, forest values)

Flight Reports, Requests for Flying

Forest Fire Reports

Law Enforcement (fire investigations)

Lightning Locator Network

Prescribed Burning

Provincial Fire Centre Operations Plan

### **Manuals**

Fire Detection, Suppression, Training and Attack

Operation and Maintenance of Aircraft

Prescribed Burning

### **Personal Information Banks**

#### Forest Fire Personnel - Qualifications

Location: Aviation, Flood and Fire Management Branch.

Legal Authority: Ministry of Natural Resources Act, R.S.O.

1990, c.M.31. Information Maintained: Name,

qualifications, rank. Uses: Select staff for fire fighting

operations. Users: Fire managers, district managers, regional

directors, Fire Duty Officer. Individuals in Bank: Natural

Resources staff. Retention and Disposal: Updated as

changes occur, or every 12 months, then destroyed.

## **Great Lakes Branch**

The Great Lakes Branch plans integrated management and protection of the Great Lakes ecosystems, does environmental and fish population assessment and provides input on water levels and diversions. The branch is also responsible for planning and operating the provincial fish culture systems.

### **General Classes or Types of Records**

Fish Disease, Hatchery Disease, Fish Nutrition, Distribution

### **Personal Information Banks**

#### Commercial Fishing Licences

Location: Great Lakes Branch. Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1; R.R.O. 1980, Reg. 414;

Interpretation Act, R.S.O. 1980, c.219, s.27(b). Information

Maintained: Name, address, designated fishing area. Uses:

Evaluate suitability of applicant for a commercial fishing

licence. Users: Branch administrative staff, program

specialists, field staff. Individuals in Bank: Licence holders.

Retention and Disposal: Maximum 10 years, then destroyed.

## **Operations Analysis Unit**

The Operations Analysis Unit, assisted by the Financial Planning and Analysis Team (FPAT) and associate program



advisers, provides financial management support to the Assistant Deputy Minister, Operations, and regions and districts. It is responsible for divisional workplan guidelines and budgets, as well as fiscal allocations and targets to the district level. It also provides budget and program analysis and advice, and input to corporate submissions.

#### **General Classes or Types of Records**

Budget Allocations  
Budget Review  
Capital Development and Maintenance  
Program Reviews and Constraints  
Road Construction, Maintenance, Bridges  
Solid Waste Disposal  
Work Planning

### **Provincial Operations Branch**

The Provincial Operations Branch leads and delivers the provincial nursery and seed plant system; coordinates provincial timber licensing, wood allocation and wood measurement, and leads in the delivery of compliance programs. The branch also coordinates activities of the Eastern Habitat Joint Venture partners that protect wetlands, improve waterfowl populations and maintain landscape biodiversity.

#### **General Classes or Types of Records**

Agricultural Habitat for Wildlife  
Allowable Cut/Timber Depletion Calculation  
Case Law and Transcripts  
Correspondence (Forest Industry Action Group)  
Crown Forest Sustainability Act and Regulations  
EHJV - Eastern Habitat Joint Venture Agreements and Plans  
Environmental Assessment for Wildlife  
Forest Habitat for Wildlife  
Forest Industry Mill Licences/Returns  
Forest Industry Studies/Reports (Forest Industry Action Group)  
Game Policy (habitat and management - big game, upland game, waterfowl)  
Habitat Stewardship  
Minutes of Tripartite Meetings (Forest Industry Action Group)  
NAWMP - North American Wildlife Waterfowl Management Plan  
Non-Game Policy and Management  
Nursery Notes  
Pest Control Records  
Provincial Stock Production Cost Summaries  
Research on Wildlife Species and Habitat  
Scaling Audits  
Seed Collection  
Silvicultural Assessment and Information System  
Stand Improvement and Site Preparation  
Stock Production Summaries and Records

Sustainable Forest Licenses (negotiations, withdrawals and reviews)  
Timber Licences and Related Documents  
Timber Management Plans  
Timber Scaling  
Tree Nursery Station Records (Stock, Seed, Research and Operations)  
Tree Seed Program  
Wildlife Education Services  
Wildlife Inventory and Monitoring  
Wildlife Policy Development, Extension and Education Services  
Wildlife Strategy for Ontario

#### **Manuals**

Aerial Spraying for Forest Management  
Capital Maintenance Standards  
Compliance Policies and Procedures  
Cone Collection and Seed Orchards  
Development Standards (Parks)  
Enforcement  
Enforcement Training  
Forest Information Manual (draft)  
Forest Information Reports  
Forest Management Planning Manual (draft)  
Forest Regeneration Survey  
Forest Resource Notes  
Forest Resources Policy and Procedures Directives and Bulletins  
Guide to Contracting Tree Planting  
Habitat (Waterfowl)  
Minimum Operating Standards  
Officer Safety and Firearms Training Manual  
Prosecutor's Manual  
Scaling Audit Reference Manual  
Scaling Instructions  
Scaling Manual  
Search Warrant Manual  
Seasonal Staff Training  
Timber Management Planning for Crown Lands in Ontario (1986)  
Timber Sales Policy and Procedures Directives  
Timber Scaling Status System - User's Guide  
Uniform Manual  
Visitor Services Notes  
Wood Measurement Policy, Procedures and Directive

#### **Personal Information Banks**

Private Container - Production Facilities with Multi-Year Agreements

Location: Provincial Operations Branch. Legal Authority:

Public Lands Act, R.S.O. 1990, c.P.43, s.5. Information

Maintained: Name, address. Uses: Reference; record agreements. Users: Provincial Operations Branch staff.

Individuals in Bank: Private container - stock (tree seedling)

producers with multi-year agreements. Retention and Disposal: Variable, then destroyed.

### Private Tree Planting Contractors

Location: Provincial Operations Branch. Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.5. Information Maintained: Name, address. Uses: Maintain list of contractors eligible to bid on tree-planting contracts. Users: Ministry forestry and field staff. Individuals in Bank: Private tree-planting contractors. Retention and Disposal: Permanent.

### Scaler's Licences

Location: Provincial Operations Branch. Legal Authority: Crown Timber Act, R.S.O. 1990, c.C.51. Information Maintained: Name, address, licence number, other education, scaling course attendance and results, scaling refresher course history, social insurance number. Uses: Issue licences; update eligibility lists of licenced timber scalers. Users: Forest Operations Section staff. Individuals in Bank: Public- and private-sector licensees. Retention and Disposal: Updated annually, then transferred to archives.

### Scaling Audit Certificate

Location: Provincial Operations Branch. Legal Authority: Crown Timber Act, R.S.O. 1990, c.C.51. Information Maintained: Name, address, certificate number, other education, results, scaling audit course attendance, scaling audit refresher course history, social insurance number. Uses: Issue certificates; update eligibility lists of certified scaling auditors. Users: Forest Operations section staff. Individuals in Bank: Scaling Audit Certificate holders. Retention and Disposal: Updated annually, then transferred to archives.

### Timber Cutting Permits

Location: Provincial Operations Branch. Legal Authority: Crown Timber Act, R.S.O. 1990, c.C.51, s.2. to s.7; Woodland Improvement Act, R.S.O. 1990, c.W.10, s.3. Information Maintained: Name, address, description of property being cut, payments, telephone number, volume and values to be cut. Uses: Record volumes cut and revenues. Users: Ministry forestry staff. Individuals in Bank: Permit holders. Retention and Disposal: Seven years, then transferred to archives.

## **Compliance Operations Section**

The Compliance Operations Section provides assistance and advice to field offices on various compliance and law enforcement matters. It is responsible for the development of compliance policy and the development and coordination of all law enforcement training courses, special investigations, regional intelligence officers and canine unit program.

## **General Classes or Types of Records**

Conservation Officer Training  
Officer Appointments  
Training Materials

## **Manuals**

Compliance Activity and Violation Reporting System  
Compliance Policies and Procedures  
Officer Safety and Firearm Training  
Prosecutor's  
Search Warrant  
Uniform

## **Personal Information Banks**

### Compliance Activity and Violation Reporting System (CAVRS)

Location: Compliance Operations Section. Legal Authority: All of the MNR enforced legislation (e.g. Game and Fish Act, Fisheries Act, Public Lands Act, etc.). Information Maintained: Outdoor card licence number, Violations; violator's name, address, age; charging officer, date of birth, sex. Uses: Provincial recording of all violations of MNR legislation and a summary of select MNR Compliance staff activities, computer matching for law enforcement purposes. Users: Access restricted to select MNR Compliance personnel. Information may be disclosed to enforcement personnel only, at other agencies. Individuals in Bank: Violators of MNR legislation and names of individual compliance officers. Retention and Disposal: 5 years, then transferred to archives.

### Conservation Officer Training - Candidates

Location: Compliance Operations Section. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31. Information Maintained: Names, address, examinations and final marks for each candidate. Uses: Review performance, make recommendations for promotions, transfers, secondments. Users: Program managers. Individuals in Bank: Candidates for courses. Retention and Disposal: Indefinite.

### Intelligence Report

Location: Compliance Operations Section. Legal Authority: Criminal Code, R.S.C. 1970, c. C.34; Fisheries Act (federal), Game and Fish Act, R.S.O. 1990, c.G.1. Information Maintained: Name, address, bank, citizenship, date of birth, distinguishing features, driver's licence number, height, present employers, sex, social insurance number, spouse, weight. Uses: Special investigations; background information. Users: Coordinator of special investigations, special investigators, field conservation officers. Individuals in Bank: Individuals and companies suspected of being involved in large-scale illegal operations. Retention and Disposal: Maximum three years, then destroyed.



Native Person Violation Screening Reports

Location: Compliance Operations Section. Legal Authority: All MNR enforced legislation. Information Maintained: Potential violator's name, address, band, date of birth, synopsis of investigation, treaty affiliation, violation/occurrence details. Uses: Ensuring that Constitutional, Aboriginal and Treaty Rights of First Nations people are not violated. Users: No public access. Access restricted to selected staff of Compliance Operations Section, the investigating officer of a particular case, Assistant Deputy Minister of Operations Division, selected lawyers in Legal Services Branch. Individuals in Bank: First Nations people who have potentially violated MNR legislation. Retention and Disposal: 20 years.

## Regions (Northwest, Northeast, Central and Southern)

The primary purpose of the ministry's regions is to ensure coordinated delivery of ministry programs on an ecosystem basis. The Regional Directors lead, and are accountable for, successful program delivery at both the regional and district level. Regional staff provide direct delivery of the fire, parks, engineering, data management and petroleum resources programs, and conservation authority program management. Regional planning staff are responsible for determining the best program delivery strategies based on ecosystems and their interaction with the social and economic needs of the people. Regional scientific and technical staff collect and distribute the best information and knowledge available to help manage the regions' resources.

The districts deliver most ministry programs. Program delivery may be undertaken directly by district teams, in partnership with other stakeholders, or may be facilitated through other delivery agents. District teams deal directly with the public, and therefore have an important role in developing and implementing resource management initiatives which jointly benefit both the resource and the public. District staff deliver expertise in forests, fisheries, wildlife, land, waters, wetland and aggregate management.

The Northwest Region covers all territory east of Manitoba, north of Lake Superior and west of Manitouwadge and the Northeast Region border. It includes the Regional Office in Thunder Bay, seven district offices (Dryden, Fort Frances, Kenora, Nipigon, Red Lake, Sioux Lookout and Thunder Bay) and five area offices (Ignace, Atikokan, Geraldton, Terrace Bay and Armstrong).

The Northeast Region covers all territory east of Manitouwadge and the Northwest Region border, north to both James and Hudson Bay, east to the Quebec border and south past Gogama to the Central Region border. Northeast Region includes two regional offices (Cochrane and

Timmins), six district offices (Wawa, Hearst, Chapleau, Timmins, Cochrane and Kirkland Lake) and four area offices (Manitouwadge, Kapuskasing, Moosonee and Gogama).

The Central Region extends south from the Northeast Region border, east from Sault Ste. Marie to the Quebec border at Pembroke and then south past Minden to the Southern Region border. It includes one main office in Sault Ste. Marie, one regional office (Huntsville), eight district offices (Sault Ste. Marie, Sudbury, Parry Sound, Temagami, North Bay, Algonquin Park, Bancroft and Pembroke) and five area offices (Blind River, Espanola, Bracebridge, Minden and Mazinaw).

The Southern Region covers the remainder of Ontario - east from the Detroit/Windsor border, north to Owen Sound, the Bruce Peninsula and the Central Region border; as far east as Ontario's border with Quebec past Cornwall. It includes two main offices (Toronto and Peterborough), one regional office (Aurora), six district offices (Aylmer, Cambridge, Midhurst, Maple, Tweed and Kemptville) and area offices (Chatham, Wingham, Owen Sound, Simcoe, Fonthill, Lindsay, Napanee, Carleton Place, Brockville and Cornwall).

## General Classes or Types of Records

Canoe Routes  
 Capital Development and Maintenance  
 Conservation Officers' Weekly Activity Reports  
 Cottage Lot Program  
 Crown Land Camping  
 Crown Land Survey Plans (opinions, field notes, microfilm)  
 Dams - Operations and Maintenance, Generating Station  
 District Cutting Licences and Forest Management Unit  
 Records  
 Federal-Provincial Agreement for the Protection of Reserve  
 Lands  
 Financial Audits of Conservation Authorities  
 Illegal Occupations of Crown land  
 Local Roads Boards, Cottagers Associations  
 Mill Licence Reports  
 Niagara Escarpment Plan  
 Ontario Land Inventory Maps  
 Ontario Wetland Evaluation System  
 Quetico Foundation  
 Railway Crossings  
 Remote Sensing  
 Resource Status Reports (predator control, game harvest,  
 wild rice, etc.)  
 Road Construction, Maintenance, Bridges  
 Solid Waste Disposal  
 Strategic Fisheries Plans (regions and districts)  
 Strategic Fisheries Management Plans  
 Tenders, Agreements, Service Contracts (parks)  
 Tenders, Agreements, Concessions  
 Tourism - Lake Inventory

Transportation of Dangerous Goods  
Unauthorized Occupations of Crown Land  
Work Permits  
Work Planning

### Manuals

Field offices have adapted ministry manuals to reflect their specific requirements.

### Personal Information Banks

#### Accommodation or Hunting Services - Certificates (NW)

Location: Regions (Northwest, Northeast, Central and Southern). Legal Authority: O.Reg 492/83. Information Maintained: Name/address of non-resident bear or deer hunters, bear- and deer-hunting reports, hunting service proprietor name and address, relatives, tourist accommodation proprietor name and address. Uses: Analyze compliance with regulations; obtain non-resident bear and deer harvest information. Users: Regional wildlife specialist. Individuals in Bank: Proprietors of hunting services or tourist accommodations, non-resident bear and deer hunters. Retention and Disposal: Not determined.

#### Boat-Cache Decal Holders (NW)

Location: Regions (Northwest, Northeast, Central and Southern). Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2. Information Maintained: Boat owners names, addresses, locations of boats cached in the northwestern regions, makes, models, numbers, registration numbers, sizes. Uses: Maintain inventory; control boats cached on Crown land. Users: Ministry lands, fisheries and timber staff. Individuals in Bank: Commercial operators, resource users, residents. Retention and Disposal: Not determined.

#### Commercial Baitfish Licences (harvest and/or vendor)

Location: Regions (Northwest, Northeast, Central and Southern). Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1; R.R.O. 1980, Reg. 414; Interpretation Act, R.S.O. 1980, c.219, s.27(b). Information Maintained: Name, Name, address, phone number, licence number, designated area. Uses: Control the number of baitfish licences issued. Users: Branch administrative staff, program specialists, field staff. Individuals in Bank: Licence holders. Retention and Disposal: Maximum 10 years, then destroyed.

#### Lakes and Rivers Improvement Act - Submissions

Location: Regions (Northwest, Northeast, Central and Southern). Legal Authority: Lakes and Rivers Improvement Act, R.S.O. 1990, c.L.3, s.14(1). Information Maintained: Name, address, application for approval of plans and specifications, application for location approval, location of site, size and type of dam. Uses: Maintain records; provide basis for review and approval; maintain inventory of dams. Users: Regional and district

administrative and technical staff. Individuals in Bank: Applicants. Retention and Disposal: Not determined.

#### Land Rentals Accounts Receivable System (RARS)

Location: Regions (Northwest, Northeast, Central and Southern). Legal Authority: Public Lands Act, R.S.O. 1990, c.P.43, s.2, s.15, s.16, s.41, and s.42; Provincial Parks Act, R.S.O. 1980, c.401, s.21(1)(f). Information Maintained: Algonquin and Rondeau Park leases, Crown and miscellaneous leases, Individual's/company's name, address, annual rents and locations, easements, property descriptions, summer resort. Uses: Bill for and collect revenue from Crown land leases and licences; maintain records of all transactions. Users: Staff of regional and district offices. Public has access to select information. Individuals in Bank: Companies, individuals renting Crown land. Retention and Disposal: Three years, then destroyed.

#### Ministry Lists, Comments and Opinions

Location: Regions (Northwest, Northeast, Central and Southern). Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31, and a number of other statutes assigned to the ministry. Information Maintained: Name, address, and/or comments and opinions (in case only where, comments or opinions have been solicited). Uses: To inform interested parties about ministry events or to solicit comments/opinions concerning natural resource management issues as per legislative requirements. Users: Applicable program staff. Individuals in Bank: Members of the public who have requested natural resource management information, or who have provided comments/opinions on natural resource management issues. Retention and Disposal: Not determined.

#### Offence, Seizure and Prosecution Reports

Location: Regions (Northwest, Northeast, Central and Southern). Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1; Fisheries Act (federal), Migratory Birds Convention Act (federal). Information Maintained: Violations and violator's name, address, charging officer and court results, date of birth, driver's licence, time of infraction. Uses: Provide basis for legal proceedings for offences under any statute enforced by Ministry of Natural Resources; maintain law enforcement reports. Users: Law enforcement officers, law enforcement program managers/supervisors, courts and other law enforcement agencies. Individuals in Bank: Violators of statutes. Retention and Disposal: Maximum to 20 years, then transferred to archives.

#### Ontario Ranger Program

Location: Regions (Northwest, Northeast, Central and Southern). Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990, c.M.31. Information Maintained: Ratings of Ontario Rangers, comments on ratings. Uses: Rate performance; provide information to potential employers. Users: District manager; prospective employers. Individuals



in Bank: Seventeen year-olds accepted into the Ontario Ranger Program. Retention and Disposal: Two years, then destroyed.

#### Petroleum Resources Data System (PRDS)

Location: Regions (Northwest, Northeast, Central and Southern). Legal Authority: Petroleum Resources Act, R.S.O. 1990, c.P.12. Information Maintained: Names, addresses of licensed oil and gas operators. Uses: Obtain technical information for statistical purposes, reports, etc. Users: Ministry staff, associated governments, oil and gas industry. Individuals in Bank: Oil and gas producers and explorers, machine operators, land-owners and lease holders. Retention and Disposal: Not determined.

#### Site Plan Replacement Schedule

Location: Regions (Northwest, Northeast, Central and Southern). Legal Authority: Aggregate Resources Act, R.S.O. 1990, c.A.8, s.69. Information Maintained: Name, address, location of property, date site plan is to be replaced. Uses: Establish deadline for licensees to submit new plans. All former licensees under the Pits and Quarries Control Act who reapplied for a licence under the Aggregate Resources Act must submit new site plans within four years. Users: Administrative staff, pits and quarries inspectors and supervisors. Individuals in Bank: Licensees. Retention and Disposal: Not determined.

#### Trapline and Trapping Records

Location: Regions (Northwest, Northeast, Central and Southern). Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1. Information Maintained: Trapper's name, history of traplines, harvest records conduct. Uses: Administer regional trapping program; manage fur resources; decide on licence renewal, etc. Users: Program specialists, administrative staff, trappers. Individuals in Bank: Licensed trappers, fur dealers, applicants for new licences and transfers, fur sealers. Retention and Disposal: Some for five years, then destroyed, some in perpetuity.

#### Tree Distribution System - Program Applicants

Location: Regions (Northwest, Northeast, Central and Southern). Legal Authority: Forestry Act, R.S.O. 1980, c.175, s.8.2. Information Maintained: Name, address, description of property to be planted, nursery stock, order number, required and shipped. Uses: Invoicing, stock control, shipping reports. Users: Nursery administrative and technical staff. Individuals in Bank: Applicants. Retention and Disposal: Five years, then transfer to archives.

### **Conservation Authorities Section (Southern Region)**

The Conservation Authorities Section encourages the conservation and wise use of water and related resources by providing policy, procedural guidelines, funding, management and planning direction to 38 conservation

authorities. The conservation authorities are semi-autonomous, corporate bodies established under the Conservation Authorities Act to further the conservation, restoration, development and management of natural resources other than gas, oil, coal and minerals.

Through the section, grants are provided to conservation authorities to support resource management projects, e.g., watershed planning, flood prevention, flood control works such as dams and other non-structural measures, erosion control projects, and conservation and recreation land management (intensive and passive outdoor recreation, reforestation, woodlot, fish and wildlife management), protection and management of natural heritage lands.

The section deals with the conservation authorities (CAs) through the Ministry of Natural Resources regional office in Aurora. This section is also responsible for administering the Provincial Appointees selection process.

#### **Manuals**

Authority Flood and Erosion Control Projects  
Design and Construction Guideline (Drainage)

### **Parks Ontario**

Parks Ontario plans, protects, develops and operates Ontario's system of provincial parks.

Ontario has a world renowned park system, made up of 265 parks covering 8.2 million hectares. These parks are managed on a sound ecological basis to protect representative and unique examples of Ontario's natural and cultural heritage. Parks provide opportunities to camp, canoe, hike, swim, picnic and learn about our natural and cultural heritage. Some parks are primarily protecting areas of natural and cultural value.

Many parks accept campsite reservations. Reservations are highly recommended for busy parks during July and August, especially for canoe trippers and backpackers.

Operating seasons vary. Many operate only during the summer months. Call ahead to ensure that the park you want to visit is open.

Wheelchair accessibility varies from park to park. Contact parks to determine what facilities and activities are accessible.

There are many provincial parks that are not listed. While these parks generally offer no services and charge no fees, they may offer hiking, canoeing or the chance to simply enjoy nature. Zone offices should be contacted for information about unlisted provincial parks. Individual

provincial parks report to Parks Ontario zone offices across Ontario. These zones are listed below.

Algoma Zone (Sudbury) 705-675-4120 Extension 321

Algonquin Park (Whitney) 613-637-2780

Muskoka Zone (Huntsville) 705-789-9611 Extension 2160

Northeast Zone (Cochrane) 705-272-7062

Northwest Zone (Thunder Bay) 807-475-1497 Extension 1321

Southcentral Zone (Midhurst) 705-725-7600

Southeastern Zone (Napanee) 613-354-2173 Extension 253

Southwestern Zone (London) 613-661-2777

For more information in Provincial Parks, please see Internet Address: <http://www.gov.on.ca>.

### General Classes or Types of Records

Annual Bathing Beach/Drinking Water Reports  
Forest Site Regions, Site Districts, Provincial Parks Maps  
Provincial Parks Act Review  
Provincial Parks Capital Assets  
Provincial Parks User Survey  
Provincial Parks Visitation Statistics  
Status of Provincial Parks in Site Regions and Site District  
Yearly Sanitation Audit Reports

### Manuals

Barrier Free Guidelines  
Buildings and Structures  
Camper Survey Statistical Summary  
Day Visitor Survey Statistical Summary  
Development Standards Manual  
Environmental Assessment in Provincial Parks Field Reference  
Minimum Operating Standards  
Ontario Provincial Parks Planning and Management Policies (1992)  
Ontario Provincial Parks Management Planning Manual (1994)  
Operations policies, procedures, bulletins.  
Planning Policies, Procedures, Bulletins  
Provincial Parks Statistics  
Site Development Details  
Visitor Services Notes

### Personal Information Banks

#### Camping and Vehicle Permits

Location: Parks Ontario. Legal Authority: Provincial Parks Act, R.S.O. 1990, c. P.34, Reg 952; R.R.O. 1990.

Information Maintained: Names of other campers in party, Registered camper's name, address, credit card information (if paid by credit card), disabled person or youth group, status as senior citizen, vehicle licence number. Uses: Park management and responding to emergency or compassionate requests. Users: Park clerk, gate attendants, park superintendent and park wardens. Individuals in Bank: Campers in a provincial park. Retention and Disposal: Current plus two years, then destroyed.

#### Complaints

Location: Parks Ontario. Legal Authority: Provincial Parks Act, R.S.O. 1990 c.P.34. Information Maintained: Complainant's name, Correspondence from complainant, nature of complaint. Uses: Park management and responding to issues raised by the public; plus initiating improvements to the park system. Users: Park managers. Individuals in Bank: Complainants. Retention and Disposal: Maximum 5 years, then destroyed.

#### Contracts

Location: Parks Ontario. Legal Authority: Provincial Parks Act R.S.O. 1990, c.34. Information Maintained: Original file maintained at provincial park office. Summary with name, business address, type and terms of contract maintained by Provincial Parks Operations S. Uses: Contract administration; monitoring the type and extent of contracted services and responding to public enquiries about contracting opportunities. Users: Staff at park and operations section. Individuals in Bank: Contractors. Retention and Disposal: Maximum 5 years following expiry of contract, then destroyed.

#### Occurrence Reports

Location: Parks Ontario. Legal Authority: Provincial Offences Act R.S.O.1990c.P.33, Ministry of Natural Resources Act R.S.O.1990 c.M.31, Provincial Parks Act, R.S.O.1990 c.P.34, Liquor Licence Act, R.S.O. 1990.c.L.19, Highway Traffic Act R.S.O.1990, c.H.8, Trespass to Property Act R.S.O. 1990 c.T.21 and various other legislation consistent with the purposes of the Provincial Parks Act and Regulations. Information Maintained: Name, Date, address, age, and seizures, evictions, time and nature of occurrence. Name, vehicle licence number and vehicle owner if necessary. Documentation, warnings. Uses: Park management, proceedings under various statutes and information for Ontario Provincial Police follow up if necessary. Users: Park wardens, park managers, Ontario Provincial Police. Individuals in Bank: Persons relative to occurrence. Retention and Disposal: Maximum five years, then destroyed.



## Policy and Planning Division

The Policy and Planning Division is responsible for setting strategic direction in natural resource management and related environmental, social and economic policy. The division leads the development of natural resource policy and programs through a collaborative approach with other divisions and MNR's partners and clients, to ensure long-term strategic planning, policy integration, and practical, efficient and effective programs. Division staff have adopted an ecosystem approach to management and are committed to providing the tools and knowledge to those responsible for implementation.

### Personal Information Banks

#### Project Better Place Division Snapshot

Location: Policy and Planning Division. Legal Authority: Ministry of Natural Resources Act. Information Maintained: Name, Branch, Job Description, Personal Interests, Photograph, Section, Title. Uses: To promote team building and enhance work relationships by providing staff with a visual reference to the people within the Division. Users: Policy and Planning Division Staff. Individuals in Bank: Policy and Planning Division Staff. Retention and Disposal: 1 year.

## Aquatic Ecosystems Branch

The Aquatic Ecosystems Branch leads the development of policies and programs related to aquatic ecosystems. These include: water policy, conservation authorities programs, water quantity management, flood risk management, watershed planning, natural channel design, aquatic habitat protection and rehabilitation, flood damage reduction, dam safety, aquatic species management, wetlands policy, non-indigenous species, endangered aquatic species and fish stocking.

The branch also develops and promotes an understanding of aquatic ecosystems and contributes an aquatic ecosystems perspective to other policy and planning development initiatives.

### General Classes or Types of Records

Canada/Ontario Shore Damage Survey Base Maps  
Conservation Authority Policies  
Conservation Authorities Information Database  
Erosion and Sediment Control for Urban Construction Sites  
Fish Community Synthesis Database  
Fish Culture Stations (plans, specifications)  
Fish Stocking  
Fisheries Policy and Procedure Directives, 1988  
Grants to Conservation Authorities - Policies  
Great Lakes Water Use Database  
Lake Trout Bibliography

Strategic Plan for Ontario's Fisheries (SPOF)

Water Efficiency Database

Water Efficiency Strategy

Watershed Reports

Wetland Evaluation Database

Wetlands

### Manuals

A Fisheries Protocol - An Agreement between the Ministry of Transportation and MNR for Protecting Fisheries Resources on Provincial Highway Undertakings

A Manual of Implementation Guidelines for the Wetlands Policy Statement

A Summary of Policies & Guidelines for the Protection of Aquatic Habitat in Ontario

An Approach to the Management of Groundwater Resources to Protect and Enhance Fish Habitat

Aquatic Habitat Bibliography

Aquatic Habitat Compliance Reference Manual

Aquatic Habitat Mitigation and Compensation Reference Manual

Beach and Dune Management Guideline

Best Management Practices: Water Management (Agriculture Green Plan)

Code of Practice for Timber Management Operations in Riparian Areas

Cross-Shore Profile Change Models, Great Lakes - St. Lawrence River Shorelines

Dam Safety Program Manual

Design and Construction Guideline (drainage)

District Fisheries Management Planning

Electrofishing

Environmental Checklist for Drain Maintenance Projects

Environmental Guidelines for Access Roads and Watercrossings

Fill, Construction and Alteration to Waterways Regulation Manual

Fill, Construction and Alteration to Waterways Regulation Guidelines

Fish Habitat Protection Guidelines for Developing Areas

Fisheries Guidelines for the Review of Agricultural Drain Maintenance Proposals.

Fisheries-related Information - Requirements for Pipeline Water Crossings

Flood Plain Management in Ontario: Technical Guidelines

Flood Plain Management in Ontario - Technical Guidelines  
Flood Plain Planning Policy Statement and Implementation Guidelines

General Guidelines for Stocking Hatchery Fish

General Policy for Stocking Fish in Ontario

Geotechnical Principles for Stable Slopes, Great Lakes - St. Lawrence River Shorelines

Great Lakes - St. Lawrence River System Policy

Great Lakes Coastal Zone Atlas (1976)

Guidelines for Developing Great Lakes Shoreline Management Plans

Guidelines for Stocking F1 Splake in Inland Waters  
Guidelines for the Preparation of the Great Lakes Shoreline Management Plans  
Guidelines on Erosion & Sediment Control for Urban Construction Sites  
Habitat (Fish)  
Hazardous Sites (Natural Hazards) Policy  
Implementation Guidelines Under the Lakes and Rivers Improvement Act  
Integrating Water Management Objectives into Municipal Planning Documents  
Interim Process for Authorization of Projects Under Section 35(2) of the Fisheries Act  
Lakes and Rivers Improvement Act Guidelines  
Lakes and Rivers Shore Management Planning Guidelines  
Management of Aurora Trout  
Manual of Instructions - Aquatic Habitat Inventory Surveys  
Natural Channel Design Manual  
Natural Channel Systems - An Approach to Management and Design  
Ontario, Guidelines for Aquatic Plant Control  
Ontario Wetland Evaluation System - Northern Manual  
Ontario Wetland Evaluation System - Southern Manual  
Pacific Salmon Management  
Policy and Procedures Manual for Conservation Authorities  
Procedure for the Evaluation of Proposals to Stock Fish beyond their Current Range in Ontario  
Rationale for Stocking F1 Splake in Inland Waters  
Riverine Flooding Policy  
Standardization of Names of Fishes  
Strategic Plan for Ontario's Fisheries (SPOF II)  
Subwatershed Planning  
Terms of Reference for Floodline Mapping Studies (1986)  
Timber Management Guidelines for the Protection of Fish Habitat  
Urban Drainage Design Guidelines  
Urban Drainage Design Guideline  
Use of the Timber Management Guidelines for the Protection of Fish Habitat  
Water Management on a Watershed Basis: Implementing an Ecosystem Approach  
Water Resource Model Software and Manuals  
Wetland Environmental Impact Study (EIS) Requirements  
Wetlands Policy

### Corporate Policy Secretariat

The Corporate Policy Secretariat ensures that ministry proposals are consistent with government priorities and that overall MNR interests are accurately represented in other policy proposals within the Ontario government. Functions of the secretariat include advancing ministry policy and program interests and making sure that MNR policy initiatives reflect ministry and government priorities. Another function of the secretariat is strategic planning and

analysis to help MNR develop long-term policy and planning.

### General Classes or Types of Records

Compliance - Policy and Analysis  
Fisheries - Policy and Analysis  
Forestry - Policy and Analysis  
Lands and Waters - Policy and Analysis  
Parks and Natural Heritage - Policy and Analysis  
Policy Committee Submissions and Minutes  
Resources Products - Policy and Analysis  
Strategic Corporate Planning, Work Planning, Corporate Directions  
Wildlife - Policy and Analysis

### Manuals

Direction 90s  
Guide to Policy Development  
Guide to Strategic Planning  
Policies/Attitudes Towards the Generation/Use of Scientific Knowledge  
Policy and Procedures Directives, Policy and Planning Secretariat  
Public Involvement Guidelines

### Public Records

#### Planning Reforms Project

Purpose: Consultation on guidelines relating to Planning Reforms Project. Legal Authority: Planning Act, Section 3(5). Information Maintained: Name and address of stakeholder groups, conservation authorities, municipalities, other agencies. Retrievability: Alphabetical ordering by agency name. Retention and Disposal: 5 years, archives. Access Procedures: General open access.

### Land Use Planning Branch

The Land Use Planning Branch is responsible for land use and resource management planning, which includes the following areas: land use planning, resource management planning, integrated resource management/ecosystem management, environmental assessment, municipal planning, environmental monitoring and reporting, public involvement and environmental philosophy.

### General Classes or Types of Records

Class EA for Timber Management on Crown Lands in Ontario  
Environmental Assessment  
Land Use Planning/Resource Management Planning  
Local Land Use Planning Program  
Plan Input and Review Program  
Strategic Land Use Planning Program

### Manuals

A Framework for Resource Management Planning



Construction and Mitigation Handbook for Class  
 Environmental Assessment Procedures and Guidelines  
 Forest Management Planning Manual (draft)  
 Guidelines for Land Use Planning  
 Plan Input and Plan Review Handbook

### Personal Information Banks

#### Planning Reforms Project

Location: Land Use Planning Branch. Legal Authority: Planning Act, Section 3(5). Information Maintained: Name and address of stakeholder groups, municipalities, conservation authorities, other agencies. Uses: Consultation on guidelines relating to Planning Reforms Project. Users: Open for general access. Individuals in Bank: Stakeholder groups and other agencies. Retention and Disposal: Five years, 10 years archives.

### Public Records

#### Planning Reforms Project

Purpose: Consultation on guidelines relating to Planning Reforms. Legal Authority: Planning Act, Section 3(5). Information Maintained: Name and address of stakeholder groups, municipalities, conservation authorities, other agencies. Retrievability: Alphabetical ordering by agency name. Retention and Disposal: Five years, archives. Access Procedures: N/A.

## Resource Stewardship and Development Branch

The Resource Stewardship and Development Branch develops policies and programs that relate to: timber harvest, aggregate extraction, oil and gas exploration, hunting, trapping, nature appreciation, sport and commercial fishing, resource-based tourism, Crown land recreation and the management of 90 percent of Ontario, which is public lands and waters. The branch is responsible for developing direction which provides opportunities for resource use and appreciation, ensures and encourages good stewardship of resources and creates a positive investment climate.

### General Classes or Types of Records

Aggregate Commodity Studies  
 Aggregate Resource Constraints in the Greater Toronto Area  
 Aggregate Resources Digital Compilation  
 Aggregate and Petroleum Resources Slide Collection  
 Avian Species  
 Big Game Harvest Cards  
 Boating and Marina Records  
 CITES (Convention on International Trade in Endangered Species of Wild Fauna and Flora) export permits  
 Captive Wildlife  
 Community Wildlife Involvement Program  
 Crown Timber Act Amendments 1990  
 Economic Efficiency Analysis Model

Environmental Guidelines for Access Roads and Water Crossings  
 Fisheries Legislation  
 Fuel Minerals - Policies, Procedures, Bulletins  
 Fur Dealers  
 Fur Harvest and Management  
 Fur Management  
 Habitat Stewardship  
 Hunting and Trapping Policies and Education  
 Intelligence Reports  
 January Waterfowl Survey  
 Lake Planning  
 Lands Program Policies and Approvals  
 Large Mammal Bibliography  
 Mammals  
 Mid-December Goose Survey  
 Municipal Land Use Compilation  
 Niagara Escarpment Plan Area Digital Compilation  
 Northern Ontario Resources Transportation Committee  
 Ontario Landscape Description  
 Peat Database  
 Peat and Peatlands Technical Reports  
 Pits and Quarries - Licences, Applications, Procedures, Rehabilitation Studies  
 Predators  
 Private Forest Road Agreements (Public Lands Act)  
 Private Woodlands Strategy Documents  
 Public Forest Roads (Public Lands Act)  
 Survey of Recreational Fishing in Ontario  
 Trapping, Traps and Snares  
 Trees Act Tabloid Responses  
 Urban Wildlife Damage  
 Wild Turkey Management Information  
 Wildlife Education Services  
 Wildlife Legislation  
 Wildlife Validation Tag Inquiry Database  
 Woodcock Singing Ground Survey

### Manuals

Aggregate Resources Program Administration Manual  
 Community Fisheries Involvement Program (CFIP)  
     Guidelines for Program Implementation  
 Deer Habitat Guidelines  
 Fur Management Manual  
 Hunter Education Manual  
 Land Management Policies and Procedures  
 Moose Habitat Guidelines  
 Moose Hunter Education Manuals  
 Petroleum Resources Policies, Procedures and Bulletins  
 Resource Access Roads--Policy and Implementation  
     Strategies and Guidelines  
 Trapper Education Manual  
 Water Power Development Guidelines  
 Wildlife Policies and Procedures

### Personal Information Banks

#### Community Fisheries Involvement Program (CFIP) - Project Proposals

Location: Resource Stewardship and Development Branch.  
Legal Authority: Game and Fish Act, R.S.O. 1990, c.G.1,s.3; Interpretation Act, R.S.O. 1990, c.I.11, s.28(b).  
Information Maintained: Name and address of club, group organization or individual, landowner's letter of permission.  
Uses: Evaluate the suitability of projects; evaluate eligibility for CFIP funding. Users: CFIP administrative staff in branches, regions and districts. Individuals in Bank: Project proponents, landowners. Retention and Disposal: Ten years, then destroyed.

#### Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) Export Permits

Location: Resource Stewardship and Development Branch.  
Legal Authority: Currently Federal Import/Export Act. Soon will be replaced by Wild Animal and Plant Protection and Regulation of International and InterProvincial Trade Act and Regulations Controlling Trade in Harmful Species.  
Information Maintained: Name, address of exporter, and/or applicant, consignee, date, description of wildlife item to be exported, info re how acquired. Uses: Issue permits, administer CITES. Users: CITES, wildlife and enforcement staff. Individuals in Bank: Exporters, applicants, consignees. Retention and Disposal: Not determined.

#### Fishing Permits - Scientific Collectors

Location: Resource Stewardship and Development Branch.  
Legal Authority: Ontario fishery regulations made under the Fisheries Act, R.S.C. 1970, c-849, s.1(79-131). Information Maintained: Name, address, affiliation, associates. Uses: Control the sampling of native fish species by private organizations. Users: Ministry fisheries staff and enforcement staff. Individuals in Bank: Permit holders. Retention and Disposal: Seven years, then to archives.

#### Fishing Preserves and Fish Propagation - Licences

Location: Resource Stewardship and Development Branch.  
Legal Authority: Game and Fish Act, R.S.O. 1990, R.R.O. 1990 Reg.490; Interpretation Act, R.S.O. 1990, c.I.11,s.28(b). Information Maintained: Name, address, location of rural property, telephone number. Uses: Issue licences. Users: Ministry fisheries and enforcement staff. Individuals in Bank: Individuals licenced to maintain off-season fishing operations or to legally raise and sell fish. Retention and Disposal: Five years, then destroyed.

#### Fur Administration

Location: Resource Stewardship and Development Branch.  
Legal Authority: Regulations made under the Game and Fish Act. Information Maintained: Name, address, date of birth, hair and eye colour, height, weight. Uses: Issue licences; maintain identification records; law enforcement and harvest management. Users: Wildlife and enforcement

staff. Individuals in Bank: Trappers, fur buyers, dealers, importers, farmers, tanners/taxidermists. Retention and Disposal: Not determined.

#### Hunter Education

Location: Resource Stewardship and Development Branch.  
Legal Authority: Regulations made under the Game and Fish Act; Interpretation Act, R.S.O. 1990, c.I.11,s.28(b).  
Information Maintained: Name, address, criminal history, date and place of birth, height, languages spoken, sex, weight. Uses: Administration; maintain identification records; law enforcement. Users: Ministry hunter education coordinators. Individuals in Bank: Potential hunter education instructors, new hunters. Retention and Disposal: Not determined.

#### Moose - Bear Management - Tourist Outfitters Database

Location: Resource Stewardship and Development Branch.  
Legal Authority: Regulations under the Game and Fish Act.  
Information Maintained: Name, address, allocation, business name, harvest, phone number. Uses: Management of tourist outfitter allocation and harvest of moose and bear resources. Users: Ministry policy and operations staff and enforcement staff. Individuals in Bank: Businesses or individuals who have a moose or bear allocation. Retention and Disposal: Not determined.

#### Natural Resource Education

Location: Resource Stewardship and Development Branch.  
Legal Authority: Ministry of Natural Resources Act, Section C.M31 Section 2. Information Maintained: Name, Address, Course completed. Uses: Administration of Education Program. Users: Ministry Education Coordinators. Individuals in Bank: Certified workshop leaders for Project Wild, Focus on Forests and Fishways. Retention and Disposal: N/A.

#### Wildlife Validation Tag Database

Location: Resource Stewardship and Development Branch.  
Legal Authority: Game and Fish Act. Information Maintained: Name, address, age, licence number, prior draw status, sex applied for, unit applied for, validation tag number. Uses: This collection stores the information on the life cycle of validation tags for Moose and Deer harvest. It is used to supply both the public and MNR field staff with information on application receipt, status and success in the draw. Users: Main Office, program area and field staff. Individuals in Bank: Applicants to the provincial moose and deer lottery. Retention and Disposal: Not determined.

### Terrestrial Ecosystems Branch

The Terrestrial Ecosystems Branch leads the development of policies and programs related to terrestrial ecosystems including wildlife populations, silviculture and the provincial parks system. The branch also develops and promotes an understanding of terrestrial ecosystems and



contributes a terrestrial ecosystems perspective to other policy and planning development initiatives.

### General Classes or Types of Records

Agricultural Habitat for Wildlife  
 Avian Species  
 Ecological Data Repository  
 Environmental Assessment for Wildlife  
 Forest Habitat for Wildlife  
 Forest Policy  
 Forest Resource Assessment Policy  
 Forest Site Regions, Site Districts, Provincial Parks Maps  
 Game Policy (habitat/management - big game, upland game, waterfowl)  
 Mammals  
 Non-Game Policy and Management  
 Ontario Wildlife Information System  
 Predators  
 Urban Wildlife Habitat  
 Wildlife Inventory and Monitoring  
 Wildlife Population Monitoring  
 Wildlife Strategy for Ontario  
 Wildlife in Captivity

### Manuals

Deer Management, Moose Management  
 Habitat Management (Wildlife)  
 Implementation Strategy, Areas of Natural and Scientific Interest  
 Planning and Management Policies  
 Wetlands Education  
 Wildlife and Habitat Features

### Personal Information Banks

Park Complaints - Provincial Parks and Natural Heritage Section

Location: Terrestrial Ecosystems Branch. Legal Authority: The Provincial Parks Act, R.S.O. 1990. Information Maintained: Complainants name, address, telephone number. Uses: To address concerns of complainants and provide better customer service. Users: Provincial park managers. Individuals in Bank: Complainants. Retention and Disposal: Maximum five years, then destroyed.

## Science and Information Resources Division

The Science and Information Resources Division leads the ministry in using its knowledge and information to manage Ontario's natural resources to achieve ecosystem sustainability. The division provides applied research services, knowledge, scientific advice, natural resources information and technology and provincially networked

computer and telecommunications services to the ministry and its clients.

### General Classes or Types of Records

Crown Land Surveys  
 Electrofishing Field Data  
 Forest Management Information System (FORMAGAIN)  
 Forest Resources Inventory

### Computer Services Branch

The Computer Services Branch coordinates the provision of reliable and secure computer and telecommunications services, along with technical and client support, in a cost-effective manner.

### General Classes or Types of Records

Communications Towers, Satellites, Licences  
 Corporate Library  
 Information Technology Operations Documentation  
 Information Technology Lease Agreements

### Natural Resources Library

The Natural Resources Library at 90 Sheppard Ave. E. and the Research Library in Maple (905-832-7101) hold material related to renewable resources. The libraries serve ministry staff, other libraries and members of the public working on special projects concerning resources for which material is not available elsewhere. The public may use material for reference and by appointment only. The Natural Resources Library operates the ministry reading room to provide public access to manuals and internal procedures used by the ministry.

### Manuals

Forest Inventory Procedure for Ontario  
 Instructions Governing Crown Land Surveys and Plans  
 Manual of Supplementary Aerial Photography  
 Manuals on the Assessment of Regeneration Success by Aerial Survey  
 Map Production  
 Name Ontario  
 Ontario Guidelines for Horizontal Control Surveys  
 Ontario Specifications for Horizontal Control Surveys  
 Principles of Geographical Naming  
 Procedural Guide Governing the Survey of Mining Claims in Ontario  
 Records and Information Management

### Natural Resources Information Branch

The Natural Resources Information Branch is responsible for making available geographic information about Ontario's land mass and using sophisticated technologies for managing that information.

Activities include the establishment and maintenance of a provincial geographic referencing system, geodesy, cadastral surveys, cartography, establishment and maintenance of the Provincial Digital Topographic Data Base, geographic information, geographic nomenclature, satellite and airborne remote sensing, and natural resource inventories. Maps are distributed by the ministry's Natural Resource Information Centre (416-314-2000). District offices, listed under this ministry's Regions (field offices) entries, can also provide information.

The Air Photo Library safeguards and maintains the ministry's original air photo imagery flown for the forestry and mapping programs; photographic contact prints and enlargements are produced to meet the demands of the public, government agencies and Natural Resources mapping projects; products are sold and distributed through the Natural Resource Information Centre (416-314-2000).

### **General Classes or Types of Records**

Aerial Photography ICAS Flight Reports  
Air Photo Library  
Corporate Data Standards Table  
Data Standards Directory  
Forest Management Information System (FORMAGAIN)  
Marketing and Business Plans  
Ontario Land Inventory (OLI) Maps  
Ontario Topographic Data Base  
Polls and Surveys of Natural Resources Users  
Product Information Management System

### **Manuals**

Forest Inventory Procedure for Ontario  
Instruction Manual on the Assessment of Regeneration  
Success by Aerial Survey  
Instructions Governing Crown Land Surveys and Plans  
Manual of Supplementary Aerial Photography  
Map Production  
Name Ontario  
Ontario Guidelines for Horizontal Control Surveys  
Ontario Specifications for Horizontal Control Surveys  
Principles of Geographical Naming  
Procedural Guide Governing the Survey of Ministry Claims  
in the Province of Ontario

### **Natural Resources Information Centre**

The Natural Resources Information Centre is a "one-stop" inquiry centre for both the public and the government. Information and publications are provided on Ontario's fish, wildlife, forestry, mineral resources, lands and waters, and provincial parks. The centre sells hunting and fishing licences, topographical Ontario Basic Mapping, aerial photos and Forest Resources Inventory maps.

Travelcounselling is also provided to the public on provincial parks, hunting, fishing and outdoor recreation opportunities.

### **General Classes or Types of Records**

Instructions to Issuers of Angling and Hunting Licences  
Learning Resources Catalogue  
Ontario Base Map 1:20,000  
Ontario Base Maps 1:10,000

### **Natural Resources Inventories Section (NRIS)**

The Natural Resources Inventories section (NRIS) is responsible for operating and maintaining resource inventories and the related standards and methodologies. The section includes three units:

The Natural Heritage Information Centre (NHIC) (705-745-6767) has been established in partnership with organizations involved in the conservation of natural heritage. The NHIC's goal is to maintain an up-to-date atlas and data bank on rare, threatened and endangered species and spaces in Ontario.

The Data Acquisition Unit (705-945-6721) is responsible for acquiring and classifying data for resource inventories. The data includes aerial photography, field sampling and photo interpretation to classify forest stands (types of forest) for the Forest Resource Inventory (FRI).

The Data Automation Unit (705-945-6694) is responsible for automating and compiling resource inventory data. Currently the largest component data base is the FRI which covers all forest land in Ontario up to the 52nd parallel of latitude. The unit also collects data for integrated inventory development.

The unit is also responsible for inserting the data into the data bases and ensuring its operational maintenance, update and security. The section also provides the tools that enable MNR staff to improve the way computerized natural resource inventories are integrated. The Ontario Fisheries Information System (OFIS) (905-832-7292), located in Maple, is responsible for developing and supporting data management tools for the capture and retrieval of fisheries scientific information, as well as maintaining the OFIS data base.

All units are actively involved in client training programs.

### **General Classes or Types of Records**

Aerial Photographs As-Done Flight Index  
Aerial Photography Flight Plan  
Aquatic Invertebrate Data



**Contractor's List**

Creel Census Reports, Fish Surveys, Yield Estimates  
 Dynamics of Fish Populations (habitat control, age)  
 Ecoregion Digital Database  
 Electrofishing Field Data  
 Endangered Species  
 Field Collection Aquatic Records  
 Fish Contaminant Data  
 Fish Population Analysis System  
 Fish Species Distribution Data System  
 Fisheries Data Archive  
 Fisheries Information Library  
 Forest Resource Inventory (FRI) Product Distribution  
 Ledgers  
 Forest Resource Inventory Reports  
 Forest Resources Inventory Aerial Photographs  
 Forest Resources Planimetric Base  
 Gran Titration Alkalinity System  
 Historical Forest Resource Inventory (FRI) Attributes  
 Historical Forest Resource Inventory Stand and Composite  
 Maps  
 Lake Inventory Data Base  
 Large River Inventory Data  
 Large Scale Photography and Database  
 Maps  
 Ontario Fisheries Information System  
 Ontario Forest Resources Inventory  
 Ontario Herptofaunal Summary  
 Ontario Land Inventory (OLI) Maps  
 Pest Infestation Maps  
 Stream Inventory Data

**Manuals**

Forest Inventory Procedure for Ontario  
 Ontario Fisheries Information System (OFIS) Data  
 Dictionary

**Office of the Surveyor General**

The Office of the Surveyor General administers the Surveys Act, Surveyors Act and Ontario Geographic Names Board Act and regulations; manages surveying services; and coordinates policy, priorities and development of programs in Crown land titles, geodetic services, geographic names and Crown land surveying activities.

Geodetic Services (416-314-1269) develops and publishes standards, guidelines and specifications for the performance of horizontal, vertical and three-dimensional surveys by surveyors; collects horizontal and vertical control survey network data for storage in the provincial horizontal control data bank (COSINE); maintains multipurpose control survey adjustment and analysis programs (MANOR, MANOR V); and installs precise calibration base lines.

Geographic Names (416-314-1278) coordinates geographic names investigation, research and policy development affecting treatment of geographic nomenclature in Ontario; maintains an index of geographical and place names; provides toponymic service and undertakes investigations affecting geographical names for the Canadian Permanent Committee on Geographic Names, ministries, agencies, municipalities, the public, etc.; provides administrative support to the Ontario Geographic Names Board; and publishes principles for geographic naming.

Crown Land Surveys (416-314-1285) examines plans of survey of Crown land and mining land for alienation by lease, licence or letters patent; prepares descriptions for patent, lease, licence, Order-in-Council and regulations; and interprets and maintains custody of plans and field notes of original Crown surveys. Crown survey records, located at 90 Sheppard Ave. E., 4th Flr., North York, may be viewed by the public. The office prepares instructions for surveyors to make Crown surveys and manages land surveys for the ministry.

Crown Land Registry (416-314-1386) issues Crown leases, land patents (Crown patents) and licences of occupation from the land index system (formerly the Doomsday Book); information can be provided on land that was formerly Crown land. All of this data is available at the main office. For information contact ministry regional and district offices or Crown Land Registry.

**General Classes or Types of Records**

Coordinate Survey Information Exchange - Horizontal  
 Coordinate Survey Information Exchange - Vertical  
 Crown Land Surveys  
 Horizontal and Vertical Control Survey  
 Land Index Listing (Doomsday Books, Land Index System)  
 Land Index System Data Base  
 Provincial Toponymic Data Base  
 Titles

**Manuals**

Instructions Governing Land Surveys and Plans  
 Ontario Guidelines for Horizontal Control Surveys  
 Ontario Specifications for Horizontal Control Surveys  
 Principles of Geographic Naming  
 Procedural Guide Governing the Survey of Mining Claims  
 in the Province of Ontario

**Provincial Mapping Office**

The Provincial Mapping Office is responsible for developing and maintaining various mapping products and services. This includes the establishment and maintenance of the Provincial Topographic Data Base, monochrome topographic maps, colour thematic maps, plans and sketches

of Crown lands in the province. In addition, the section maintains standards which affect the above and supply consultative services on their use and implementation.

Data Acquisition (416-314-1262) administers the Ontario Basic Mapping (OBM) program, which is designed to provide a common base for geographical referenced topographic information. Contracts are handled with private industry for medium-scale digital topographic mapping.

The Digital OBM Program develops and maintains a database of digital topographic information for the Province of Ontario, and disseminates this data to users.

Thematic Mapping (416-314-1248) prepares the ministry's colour thematic maps, including territorial, parks, hunting and fishing maps, colour brochures and graphics.

Data Base Maintenance (416-314-1215) is responsible for user support and the update of the digital topographic data base.

### **General Classes or Types of Records**

Crown Land Plan  
Digital Map Indexes  
Digital Topographic Database  
Index to Disposition of Crown Land  
Land Disposition Maps (G-Plans)  
Land Disposition Maps (M-Plans)  
Legal Description and Maps of Indian Reservations  
Map Projects (artwork, airphoto, negative film)  
Maps of the Provincial Parks  
Ontario Base Map Municipal Mapping  
Ontario Map

### **Manuals**

Digital Topographic Database  
Map Production

### **Provincial Remote Sensing Office**

The Provincial Remote Sensing Office conducts technology and applications development projects and mapping programs related to natural resource inventories in such fields as forestry, geology, agriculture and land use planning, through the analysis of airborne and spaceborne remote sensing data (e.g., aerial photography, thermography, radar and satellite multispectral imagery). The office maintains a collection of LANDSAT satellite imagery for Ontario and a literature library, both of which may be used by the public. The section includes the Data Standards Secretariat, which has the responsibility for coordinating and facilitating the development, distribution and use of data standards in the ministry. Under a technology transfer program, the Provincial Remote Sensing Office offers information on remote sensing and consultation on remote

sensing research or application projects, to government organizations, private companies and universities/colleges. Remote sensing training courses are offered to provide practical experience in the use of a range of remote sensing data. Other forms of assistance in the teaching of remote sensing are provided to teaching institutions.

### **General Classes or Types of Records**

Complete generalized landcover mapping of Ontario (digital raster information derived from Landsat TM data)  
Localized Remote Sensing Thematic Maps  
Ontario Land Inventory  
Remote-Sensing Technology  
Resources Inventory (studies and maps)  
Satellite Imagery (computer tape, microfiche)

### **Manuals**

Manual of Supplementary Aerial Photography  
Manuals on Assessment of Regeneration Success by Aerial Photography

### **Research, Science and Technology Branch**

Research, Science and Technology Branch provides leadership in the development and application of scientific knowledge; provides support in research, policy advice, and technology and information transfer, and interprets and applies new ideas, tools, and techniques in planning, policy making, legislation and programs.

### **General Classes or Types of Records**

Aquatic Habitat Rehabilitation Inventory  
Black Bear Research  
Calcified Structure Data Extraction System  
Correspondence  
Credit River Spawning Survey Data  
Deer Winter Feeding  
Ecology of Bear, Moose, Deer, Caribou and Sportfish  
Ecosystem Ecology  
Estimates of Biomass and Production of Zooplankton, Lake Erie  
Experimental Netting Records and Associated Scale Samples  
Fish Age and Growth  
Fish Genetics Data  
Fisheries Research General Data  
Forest Ecosystem Ecology Program  
Forest Growth and Measurement Program  
Forest Industry Studies/Reports  
Forest Landscape Ecology Program  
Forest Modelling and Productivity Program  
Forest Stand Ecology Program  
Full Tree Harvesting  
Genetic Resource Management Program  
Habitat Research  
Hardwood Silviculture Program



Herbicide Susceptibility System  
 Impacts of Forestry on Moose, Fish and Tourism  
 Index Fishing - Lake Erie and Lake St. Clair  
 Intensive Forest Management  
 Intensive Plantation Ecology Program  
 Interagency Trawling - Western Lake Erie  
 Landscape Ecology  
 Mixed Wood Silviculture Program  
 Pest Management Programs  
 Polar Bear Research Data  
 Productivity Research  
 Provincial Snow and Winter Severity Database  
 Provincial Tree Improvement Database, and Growth and Yield Database.  
 Rabies Research Data and Specimen Collection  
 Research on Forest Dynamics, Ecosystem Structure and Function, and Silviculture Practice and Impacts.  
 Schedule History Files  
 Seedling Production and Establishment Program  
 Settled Landscapes Research  
 Silviculture Research  
 Small Lake Inventory  
 Stock Assessment - Lake Erie  
 Systems Ecology  
 Technology Transfer and Information Program  
 Trout Stream Habitat Modelling Database  
 Vegetation Management Alternatives Research Trial Data  
 Vendors Lists  
 Walleye Sauger Bibliography  
 Weather Records - South Baymouth  
 Weather Temperature Data Series  
 Wetlands Research  
 White Tailed Deer Habitat Data  
 Whitefish and Associated Species Fisheries Research Data  
 Wildlife Health Research Data  
 Wildlife Morphology Data  
 Wildlife Radio Tracking Data  
 Wildlife Research Necropsy Records and Specimen Collections  
 Wildlife Research, Northern Unit, CNFER  
 Wolf Research Data and Specimen Collection  
 Yearling Walleye Interagency Gillnetting

### Manuals

Forest Industry Action Group  
 Growth and Yield Permanent Sample Plots Minimum Standards and Field Manual  
 Issued to staff to provide technical information, standards and techniques  
 Wildlife Policies and Procedures

### Personal Information Banks

#### Clients

Location: Research, Science and Technology Branch. Legal Authority: Ministry of Natural Resources Act, R.S.O. 1990,

c.M.31, s.2. Information Maintained: None. Uses: To seek input and provide information on forest policy development. Users: staff and managers. Individuals in Bank: Individuals and companies seeking or submitting information on forest policy development. Retention and Disposal: N/A.

## Systems Development Branch

The Systems Development Branch is responsible for the management of ministry software systems. This includes systems planning, development, documentation, testing and formal procedures to implement the computer system. The branch is also responsible for management of the ministry's data architecture, design of corporate databases, development of information resources policy, implementation of the Freedom of Information and Protection of Privacy Act and consultation within the ministry on information management practices.

A prime focus of the branch is the establishment and implementation of natural resource systems within the ministry. The branch is committed to working with its clients to ensure that the Science and Information Resources Division is aware of and responsive to the ministry's business and information needs. Strong emphasis is being placed on the development of small systems which will provide ministry clients with specific applications to meet the operational needs of the workplace.

### Common Records

Freedom of Information and Protection of Privacy Act Requests

### General Classes or Types of Records

Feasibility Studies  
 Forms History Files  
 Horizontal and Vertical Control Survey (monument record, reference sketches, computer data)  
 Information Resources Guidelines and Directives  
 Information Technology Feasibility Study Reports  
 Information Technology Strategic Plan and Operational Plan  
 Record Retention Schedules  
 Simply Everything About Information Collected Here  
 Small Corporate Applications Business Cases

### Manuals

Information Resource Policies  
 Information Technology  
 Records Management Handbook

## Agencies

### Crown Timber Board of Examiners

The Crown Timber Board has three members and sets written and practical examinations in wood measurement to determine eligibility of and recommend candidates for scaler's licences.

#### General Classes or Types of Records

Administration and Minutes of Board Meetings  
Recommendations to the Minister

#### Personal Information Banks

##### Scaler's Licences - Applications

Location: Crown Timber Board of Examiners. Legal Authority: Crown Timber Act, R.S.O. 1990, c.C.51, s.34(1). Information Maintained: Name, address, supervisor's recommendation, telephone number. Uses: Determine eligibility for Scaler's Licence Course. Users: Board members. Individuals in Bank: Applicants. Retention and Disposal: Not determined.

### Game and Fish Hearing Board

The Game and Fish Hearing Board hears appeals concerning commercial trapping, fishing and bait-fish licences, and makes recommendations to the Minister on whether or not a licence should be issued.

#### General Classes or Types of Records

Appeals, Hearing Procedures  
Reports to the Minister

### Lake of the Woods Control Board

The Lake of the Woods Control Board has four members, one representing Canada, one representing Manitoba and two representing Ontario. Responsible for regulating the levels of the Lake of the Woods and Lac Seul and the flows of the Winnipeg and English Rivers from the lake outlets to their confluence, and for the control of the diversion of water from Lake St. Joseph to Lac Seul under specified conditions.

#### General Classes or Types of Records

Basin Management Studies  
Board By-Laws, Policies, Procedures  
Correspondence - Board and Basin Affairs  
Flow and Level Records

### Ontario Geographic Names Board

The Ontario Geographic Names Board investigates the background of geographic names and recommends names to

be used on maps, subject to the approval of the Minister of Natural Resources.

#### General Classes or Types of Records

Compilation of Official and Non-Official Names of Topographic Features and Places  
Names Submitted and Approved

### Provincial Parks Council

As a citizen's advisory committee, the Provincial Parks Council reports to the Minister on matters assigned to it concerning policy, planning, development and management of the provincial parks system.

#### General Classes or Types of Records

Assignments - Background Material  
Reports to the Minister  
Submissions from the Public

### Rabies Advisory Committee

The Rabies Advisory Committee, established in 1979, advises the Minister on the development of suitable vaccines against rabies and an effective system for vaccinating wild animals. The six members are chosen from the academic community, and the fields of biology, health and agriculture. The secretary is a public servant with the Ministry of Natural Resources.

#### General Classes or Types of Records

Correspondence (contractors and others)  
Proposals for Rabies Research and Progress Reports  
Publications on Rabies  
Reports to the Minister, Cabinet Submissions  
Trials of Rabies Vaccine in Baits

### Shibogama Interim Planning Board

The Shibogama Interim Planning Board, created in 1993, advises the province on land use and resource development in an 11,131-square-kilometre area south of Big Trout Lake in northwestern Ontario. Half the board members represent the Province of Ontario; half represent the Kingfisher Lake First Nation and Wunnumin Lake First Nation.

### Whitedog Area Resources Committee

The Whitedog Area Resources Committee, created in 1993, works with the Wabaseemoong Independent Nations (Whitedog) to design and implement a program of planned, managed and sustainable development within the Wabaseemoong Traditional Land Use Area (TLUA). The program is to be designed to ensure that Wabaseemoong shares in the benefits of such development. The TLUA is a 6,629-square-kilometre area northwest of Kenora.



**Windigo Interim Planning Board**

The Windigo Interim Planning Board, created in 1993, advises the province on land use and resource development in two areas totalling 15,959 square kilometres south of Big Trout Lake. Half the board members represent the Province of Ontario; half represent the Cat Lake First Nation and Weagamow First Nation.

# NIAGARA COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Niagara College of Applied Arts and Technology  
P.O. Box 1005  
Woodlawn Road  
Welland, Ontario  
L3B 5S2  
(905) 735-2211

## Access

Freedom of Information and Privacy Coordinator  
Human Resources Office  
Niagara College of Applied Arts and Technology  
P.O. Box 1005  
Woodland Road  
Welland, Ontario  
L3B 5S2  
(905) 735-2211



A public reading room for the review of manuals and other information is open during regular office hours in the Human Resources Office, Welland Campus, Woodlawn Road, Welland.

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Niagara College is recognized as a dynamic centre of educational excellence. Our programs and services assist students, clients and staff to achieve their full potential and to contribute positively to societal needs and changes with pride, confidence and commitment. As a vital partner in the economic, cultural and social development of the Niagara Region, we enhance its prosperity and quality of life.

Niagara College is governed by a Board of Governors. The President, as the college's Chief Executive Officer, is responsible for the day-to-day operations of the college. Reporting directly to the President are the Vice President, Academic, the Vice President, Student Life and Human Resources, the Vice President, Administration and the Vice President, Ventures.

## Board of Governors

The college is governed by a Board of Governors comprised of 12 appointed external members, four elected internal members, the President (ex-officio) and a Board Secretary. The board is responsible for corporate management and direction.

## Common Records

Board of Governors Membership

## General Classes or Types of Records

Bylaws  
College Annual Report to the Minister  
Minutes of the Board and Standing Committees  
Operational Reviews

## Manuals

College Policy and Procedure  
Governor's Handbook  
Guidelines for Advisory Committee Members

## Office of the President

The President is responsible for the overall administration of Niagara College. The Vice President, Academic, the Vice President, Administration, the Vice President, Student Life and Human Resources, and the Vice President, Ventures report directly to the President.

## Common Records

Health and Medical Records  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

## General Classes or Types of Records

Advisory Committee Membership  
Annual Numbered Memoranda  
Minutes - Management Committees  
Program Approval Records  
Program Review Reports

## Manuals

Annual Report to Minister  
College Policy and Procedures Manual

## Office of the Vice President, Academic

The Vice President, Academic is responsible for the development and delivery of full-time and part-time academic programs and courses in the areas of Continuing Education, Environment, Hospitality, Foundation Studies, General Education, Advanced Studies, Health and Community Studies, Technology, and Media and Design. Reporting directly to the Vice President, Academic are the directors of Community Services, Allied Health Studies, Technology, Media and Design, Hospitality and Tourism, Nursing Studies, Foundation Studies, General Education, Advanced Studies, Continuing Education and Environment, Horticulture and Agri-business. Major program areas are communications, creative arts, human services, social sciences, computer, electrical, horticulture, environment, manufacturing, mechanics, construction, tourism and



hospitality, mathematics, nursing, dental, pharmacy, allied health and preschool education and lifelong learning.

#### **Common Records**

Day Care Registrants  
Health and Medical Records  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

### **Office of the Vice President, Administration**

The Vice President, Administration is responsible for the financial management and a variety of support services within the college and also serves as the Treasurer of the Board of Governors. Reporting directly to the Vice President, Administration are the Directors of Financial Services; Physical Resources; Management Information Services and Manager, Ancillary Services. The division's functions include the management of financial matters (budget, audit, revenue, payroll, college and student insurance) and the provision of support services (purchasing, receiving, inventory control, early childhood centre, campus store, reprographics, computer services, property and plant, and the telephone system.

#### **Common Records**

Parking Records  
Student Registration and Academic History  
Workers' Compensation

#### **General Classes or Types of Records**

Child Care Direct Operating Grants Data

### **Office of the Vice President, Student Life and Human Resources**

The Vice President, Student Life and Human Resources is responsible for the overall administration of Student Life and Human Resources at the College. The Directors of Student Life & Success, Human Resources, Marketing and Communication, the Head Librarian of the Learning Resource Centres, the Registrar, the Human Resources Consultant, Human Resources Development and the Manager, Employment Services report directly to the Vice President, Student Life and Human Resources. The division's functions include the management of the Learning Resource Centres, athletics, health services, counselling, job placement, cooperative education placements, education and employment equity, pay equity, human resource management and freedom of information, student enrolment, records and registration functions, admissions, financial aid and awards for students, public relations and marketing.

#### **Common Records**

Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
Grievances and Applications  
Health and Medical Records  
Job Competitions and Applications  
Library Users Lists  
Ombudsman/Human Rights Commission  
Scholarships and Awards  
Student Athletics and Fitness Programs  
Student Counselling  
Travel/Expense Accounts  
Vocational Testing and Counselling

#### **General Classes or Types of Records**

Freedom of Information Files  
Professional Development Records

#### **Manuals**

Academic Staff Classifications  
Benefit Guide  
Collective Agreements  
Employment Equity Manual  
Freedom of Information Manuals  
Hiring Practice Handbook  
Hiring Procedures  
Pay Equity Manual  
Support Staff Classifications

### **Office of the Vice President, Ventures**

The Vice President, Ventures is responsible for the overall administration of adult skills development, FUTURES program, apprenticeship and skilled trades training programs, partnership development, specialized business programs, office administration, applied management and international education. The Directors of International and Joint Ventures, Skills Development, Access, Technical and Customized Training and Business and Entrepreneurship report directly to the Vice President, Ventures.

#### **Common Records**

FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Tests, Examinations and Assessments

#### **General Classes or Types of Records**

Labour Market Studies  
Research and Development Project Files

**Personal Information Banks**

Employer Contact Files

Location: Office of the Vice President, Ventures. Legal

Authority: Order-in-Council 701/85. Information

Maintained: Name of contacts, name of organization, telephone numbers, training plans. Uses: Administer Ontario

Skills Program. Users: Staff of the Ontario Skills Development Office and the Ministry of Education and

Training. Individuals in Bank: Program participants.

Retention and Disposal: Seven years, then destroyed.



# NIAGARA PARKS COMMISSION

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## Head

Chair  
2nd Floor, Oak Hall  
7400 Portage Road South  
P.O. Box 150  
Niagara Falls, Ontario  
L2E 6T2  
(905) 356-2241

## Access

Freedom of Information and Privacy Administrator  
The Niagara Parks Commission  
P.O. Box 150  
Niagara Falls, Ontario  
L2E 6T2  
(905) 356-2241



A public reading room for the review of manuals and other information is open during regular office hours at Oak Hall, 7400 Portage Road South, Niagara Falls.

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The Niagara Parks Commission operates a park system consisting of 1,254 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are recreation areas, scenic attractions, a marina, restaurants, gift shops, historic sites, golf courses and a horticultural school. The commission administers the Niagara Parks Act. Direct inquiries concerning open hours to main office: 905-356-2241.

## Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
Grievances and Applications  
Job Competitions and Applications  
Litigation Files  
Ontario Student Assistance Program  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

## General Classes or Types of Records

Applications for Privileges  
Capital Works Projects and Major Maintenance  
Drummond Hill Cemetery Records  
Grants in Lieu of Taxes  
Horticultural Practices and Procedures  
Land Rentals (Power Companies)

Local Municipalities, Bylaws, Zoning  
Niagara Falls Illumination Board  
Niagara Parks Commission Concessions (reports and statistics)  
Occupational Health and Safety (inspections, training)  
Parking and Traffic  
Police Files (permits, investigations, occurrences)  
School of Horticulture Files  
Special Events (tours, band concerts, film productions)

## Manuals

Police Officer's Handbook  
Seasonal Employee Manual  
Seasonal Officer's Handbook

## Personal Information Banks

School of Horticulture Applications for Admission Inventory  
Location: Niagara Parks Commission. Legal Authority: Niagara Parks Act, R.S.O. 1990, c.N.3, s.4(j). Information Maintained: Name, academic and work history. Uses: Determine eligibility/suitability for admission to the School. Users: Commission and School of Horticulture management staff. Individuals in Bank: Applicants for admission to the School of Horticulture. Retention and Disposal: One year, then destroyed.

School of Horticulture Graduate and Alumni Records  
Location: Niagara Parks Commission. Legal Authority: Niagara Parks Act, R.S.O. 1990, c.N.3, Section 4(j). Information Maintained: Name, date of birth, program and graduation information. Uses: Maintain a record of alumni for contact re social activities, horticultural advice, developments and employment opportunities. Users: School of Horticulture office staff, alumni executive. Individuals in Bank: Graduates of the School of Horticulture. Retention and Disposal: Not determined.

School of Horticulture Student Records  
Location: Niagara Parks Commission. Legal Authority: Niagara Parks Act, R.S.O. 1990, c.N.3, Section 4(j). Information Maintained: Name, social insurance number, academic history, examination results, medical information, progress reports re practical and academic classwork, scholarships and awards, work history. Uses: Record level of academic success in the program, determine graduation status. Users: Commission management, School of Horticulture staff. Individuals in Bank: Students of the School of Horticulture. Retention and Disposal: 5 years following graduation, then portion transferred to Alumni/Graduate Information Bank; remainder destroyed.

Sightseeing Guide and Vehicle Owner Licence Records  
Location: Niagara Parks Commission. Legal Authority: Niagara Parks Act, R.S.O. 1990, c.N.3, s.21(h) and (i). Information Maintained: Name, address, driver's licence number, employer, phone number, test results, vehicle and

insurance information. Uses: Licensing, regulating and governing sightseeing activities on commission lands to ensure satisfactory standard of information services to visitors. Users: Public Relations, Finance and Police staff. Individuals in Bank: Holders of NPC Sightseeing Guide licence and owners of licensed sightseeing vehicles. Retention and Disposal: Two years then destroyed.



# NORTHERN COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Northern College of Applied Arts and Technology  
P.O. Box 3211  
Timmins, Ontario  
P4N 8R6  
(705) 235-3211

## Access

Freedom of Information and Privacy Coordinator  
Northern College of Applied Arts and Technology  
P.O. Box 3211  
Timmins, Ontario  
P4N 8R6  
(705) 235-3211

A public reading room for the review of manuals and other information is open during regular business hours at the South Porcupine site, Highway 101 East.

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Northern College provides practical, career-oriented education for postsecondary and adult students from the Districts of Cochrane and Temiskaming, as well as other areas of Ontario.

Northern College is governed by a 17-member Board of Governors, which includes four non-voting members from faculty, support staff, student and administration groups, and the President as ex-officio member. The college comprises the following divisions: Finance and Administration, Human Resources, Student Services, Community Development and Training and Programs. The Programs Division serves the following fields; Mining and Instrumentation, Health Sciences, General Arts, Applied Arts, Business, Mechanical Welding and Skills, and Applied Technology, which includes computers, electronics, and electrical and civil technology. Under the Programs Division, there is also the Bureau of Program and Staff Development and the Computer-Aided Division. There are five major sites: Moosonee, Kapuskasing, Timmins, Kirkland Lake and Haileybury, with several smaller educational centres throughout the area. Administrative headquarters are located in Timmins.

## Board of Governors

The Board of Governors is appointed by the Council of Regents and establishes college goals and policies, and

oversees college operations. The board has three standing committees: Executive; Finance, Administration and Properties; and Staff/Student/Academic Affairs. The college auditor and the James Bay Education Centre Advisory Board report directly to the Board of Governors.

## Common Records

Board of Governors Membership

## General Classes or Types of Records

Board of Governors Bylaws  
Board of Governors and Standing Committee Minutes  
James Bay Education Centre Advisory Board Minutes

## Community Development and Training

The division is responsible for the negotiation and administration of all federal government direct- and indirect-seat purchase programs, continuing education, Ontario government-sponsored programs such as FUTURES, Ontario Basic Skills and the Ontario Skills Development Office, the Ontario Skills Incentive Fund, all Community Services programs, special projects and the Computer/Management Centre.

## Common Records

Day Care Registrants  
FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees

## Personal Information Banks

### Community Services Program Clients

Location: Community Development and Training. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, telephone number. Uses: Placement of clients. Users: Community Development & Training Division staff. Individuals in Bank: Clients participating in the program. Retention and Disposal: One year, then destroyed.

### Computer/Management Centre Clients

Location: Community Development and Training. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, name of trainee and/or name, sex of trainee, telephone number, telephone number of company. Uses: Administer and operate Computer/Management Centre. Users: Community Development and Training Division staff. Individuals in Bank: Individuals trained in computer and management courses through the centre. Retention and Disposal: Permanent.

## **Finance, Administration and Physical Plant**

The division is responsible for the management of the college's physical plant and ancillary operations (bookstore, student and staff residences) and for finance and administrative support services.

## **Human Resources**

The division provides personnel and human resource management services for the college.

### **Common Records**

Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act Requests  
Grievances and Applications  
Health and Medical Records  
Job Competitions and Applications  
Ombudsman/Human Rights Commission  
Workers' Compensation

### **General Classes or Types of Records**

Special Reports on Early Retirement and Manpower Planning

### **Manuals**

Human Resources Procedures  
Personnel Manual

## **President's Office**

Appointed by and responsible to the Board of Governors, the President is Chief Executive Officer responsible for managing the business affairs of the college.

### **Manuals**

Board of Governors Policy Manuals  
College Administrative Procedures

## **Programs Division**

The division provides educational programs to full-time students in the fields of Business, Health Sciences, Technology and Applied Arts. It also administers the Porcupine, Kirkland Lake and Kapuskasing sites, as well as the Haileybury School of Mines and the James Bay Education Centre. The Bureau of Program and Staff Development also reports to this area.

### **Common Records**

Co-op, Work Term, Final Job Placements  
Professional Development

### **General Classes or Types of Records**

Professional Development Records

### **Manuals**

Student Handbook

## **Student Services**

The Registrar administers student admissions and enrolment, student affairs and counselling, and marketing of the college's programs. The division also manages the student record information system for the college.

### **Common Records**

Graduate and Alumni Records  
Health and Medical Records  
Ontario Student Assistance Program  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Tests, Examinations and Assessments

### **Manuals**

Student Services Handbook



# NORTHERN DEVELOPMENT AND MINES

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## Head

Minister of Northern Development and Mines  
77 Grenville Street, 11th Floor  
Toronto, Ontario  
M5S 1B3  
(416) 327-0633

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Northern Development and Mines  
159 Cedar Street, 6th Floor  
Sudbury, Ontario  
P3E 6A5  
(705) 670-7100



Two public reading rooms for the review of manuals and other information are open during regular office hours in the Mines Library on the 8th floor at 77 Grenville Street, Toronto, and on the 3rd floor at 159 Cedar Street, Sudbury.

The Ministry of Northern Development and Mines was established in 1985 from the integration of the Ministry of Northern Affairs and the Division of Mines and Minerals, which was transferred from the Ministry of Natural Resources.

The ministry's primary mandate is two-fold: to promote, advocate and support the economic and social well-being of northern Ontario residents; and to generate new wealth and benefits for the residents of Ontario by stimulating environmentally and economically sustainable use of the province's geology and mineral resources.

The ministry consists of three divisions: the Corporate Services Division, the Northern Development Division and the Mines and Minerals Division.

A network of northern development offices, located across northern Ontario, provides information and assistance to individuals dealing with provincial government ministries and works with local people, communities and other government agencies to identify, develop and initiate a wide variety of local social and economic development projects. There are five offices of the Northern Industry Branch that provide assistance to develop entrepreneurship and growth of small business, encourage industrial investment and technical innovation and work to strengthen industry's international competitiveness.

The Mines and Minerals Division administers the Mining Act and collects, analyses and publishes valuable information on the province's mineral resources. The division carries out its role from its head office facility in Sudbury and its field offices throughout Ontario.

Two agencies report to the Ministry of Northern Development and Mines: the Northern Ontario Heritage Fund Corporation administers a fund to provide financial assistance to the north as a means to foster economic strength and diversification; the Ontario Northland Transportation Commission is an operational agency that provides comprehensive transportation and telecommunication services in northern Ontario.

## Deputy Minister's Office

### Audit Services Branch

Audit Services performs internal audit functions, such as reviewing and appraising the ministry's financial and management control systems and ascertaining compliance with ministry and government policies and procedures.

### Legal Services Branch

The Legal Services Branch provides legal services to ministry officials and staff in relation to ministry programs and services.

### Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act  
Requests  
Litigation Files  
Medical Information (Personnel)  
Performance Management  
Professional Development  
Travel/Expense Accounts

### Toronto Support Unit

The Toronto Support Unit provides reception and clerical staff support to the Toronto-based offices of the Minister, Deputy Minister and parliamentary assistant, as well as visiting ministry staff.

The Northern Reception Centre provides office and boardroom facilities for northerners visiting Toronto.

## Corporate Services Division

The Corporate Services Division is responsible for communications, employee and administrative services, financial planning and policy coordination.

### Manuals

Ministry Manual

## Communications Services Branch

The Communications Services Branch informs the public, client groups and the news media about the ministry's activities, establishes communications policy for the ministry, advises other branches on communications issues and provides support to the Minister and Deputy Minister. Activities include media liaison, special events coordination, answering public inquiries, advertising, producing and distributing news releases and speeches.

### General Classes or Types of Records

Public Surveys

## Corporate Communication Section

The corporate Communication Section coordinates the delivery of corporate messages and initiatives. This section also coordinates and monitors the delivery of French language services, including translation, within the ministry and its agencies, as required by the French Language Services Act.

## Information and Media Section

The Information and Media Section provides media and public relations services on behalf of the ministry. Its staff researches, writes and coordinates approvals for news releases, speeches, feature articles and other print materials; coordinates media relations with regard to ministry or government news conferences and events; fields public inquiries and acts as a broker for information sought on ministry or other provincial government programs and services; and provides media-monitoring services for the ministry. The section also manages the ministry's Correspondence Unit, responsible for logging, tracking and mailing all signed Minister's and Deputy Minister's corporate mail.

### General Classes or Types of Records

Ministry's Correspondence

News Releases

Speeches

## Strategic Communications and Marketing Section

The Strategic Communications and Marketing Section provides communications support to the ministry and ensures effective program and issues management. The unit manages the planning process for all ministry communications, events, publications and other information projects originating from ministry clients and its three divisions.

### General Classes or Types of Records

Media Buys

## Employee and Administrative Services Branch

The Employee and Administrative Services Branch coordinates all administrative and employee services on behalf of the ministry. Its structure is unique in that all of these services are provided under one branch which allows for better integration of delivery and service, especially in the area of human and information resources. The branch operates under four sections: Accounting Services, Human Resources, Administrative Services and Information Technology.

## Accounting Services Section

The Accounting Services Section provides a complete range of accounting services to all ministry staff and clients. The specific services include accounts payable, accounts receivable, grants administration, payroll, reconciliation and control and systems administration.

Compliance with government directives and guidelines, as well as the Treasury Manual, requires that the section ensures prompt and accurate collection, payment and reporting of all financial transactions in order to avoid jeopardizing the integrity of the ministry's financial status.

### Common Records

CORPAY

Central Attendance Recording System (CARS)

Dental Clinic Patients

Employee Personnel, Payroll and Benefits Records

Travel/Expense Accounts

### General Classes or Types of Records

Benefits Chargeback Detailed Report

CA Reports - Monthly Account Listing

CA Summary Account Listing

CARS Report

Canada Savings Bonds Verification Report

Canada Savings Bonds Detailed Deduction Report

Card Base

Corpay Reports



Daily Direct Deposit Report  
 Electronic Fund Transfer  
 FAS 1 - SUMMARY  
 FAS 2 - DETAIL  
 Financial Controls  
 Financial Translation - Summary  
 Statistical Reports  
 TRIMS Telephone Report  
 Unmatched Inter-Ministry by Receiving Ministry  
 Unmatched Journal Entry Listing by Issuing Ministry  
 Validation Error Report  
 Validation Run Summary

### Manuals

CARS Manual  
 CCH- Canadian Payroll Management  
 Corpay Manual  
 Management Board of Cabinet Directives and Guidelines  
 Ministry of Northern Development and Mines Manual

## Administrative Services Section

The Administrative Services Section is responsible for corporate leadership and training in the areas of facilities management, corporate mail service, fleet coordination, purchasing services, records management, asset control and various office services.

### Common Records

Identity/Employee Card  
 Parking Records

### General Classes or Types of Records

Materials Management Information System  
 Purchasing Services

### Manuals

Ministry Manual

## Human Resources Section

The Human Resources Section performs personnel functions for the ministry in the areas of staff relations, classification, pay administration, employee benefits, staffing, occupational health and safety, employee counselling, employment equity, youth employment, redeployment, training and development and planning and policy.

### Common Records

CORPAY  
 Career Planning/Training  
 Employee Personnel, Payroll and Benefits Records  
 Employment Equity Program  
 General Employment History and Payroll Information  
 Grievances and Applications  
 Health and Medical Records  
 Job Competitions and Applications

Medical Information (Personnel)  
 Ombudsman/Human Rights Commission  
 Performance Management  
 Professional Development  
 Student Applications  
 Workers' Compensation  
 Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Staff Research Reports

### Personal Information Banks

#### Medical Surveillance Records

Location: Human Resources Section. Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s.26. Information Maintained: Name, social insurance number, test results. Uses: Workers' Compensation Board claims. Users: Occupational Health and Safety Section staff, on-site manager, Workers' Compensation Board staff, health and safety committees. Individuals in Bank: Ontario public servants, Crown employees. Retention and Disposal: Not determined.

## Information Technology Section

The Information Technology Section is responsible for support to all business areas of the ministry in the utilization of information and technology.

The section provides coordination, consultation, facilitation, planning, implementation and management services in the areas of information management, business improvement, security, education and training, policy and standards, technical infrastructure and telecommunications.

## Financial Planning and Policy Coordination

The Financial Planning and Policy Coordination Section coordinates the policy and planning processes for the ministry. Responsibilities include providing advice to the Minister and Deputy Minister on corporate policy and planning, coordinating policy development within the ministry, developing and monitoring annual expenditure plans, coordinating northern native policy and issues resolution, and maintaining liaison between the ministry, central agencies and other levels of government.

### General Classes or Types of Records

Corporate Planning Files  
 Financial Planning (Budgetary) Records  
 Native Issues Files  
 Policy Files

### Manuals

Human Resources Secretariat Directives and Guidelines  
Management Board of Cabinet Directives and Guidelines  
Ministry of Northern Development and Mines Directives  
and Guidelines

## Mines and Minerals Division

The Mines and Minerals Division is responsible for a number of activities and programs which are described in individual entries, e.g., Field Organization, Mineral Sector Analysis Branch, Land Use Policy and Planning Section, Mineral Policy and Information Section, Northern Ontario Development Agreement, Statistics Section, Mining and Land Management Branch, Mineral Development Section, Mining Lands Section, Rehabilitation Inspection and Compliance Office, Ontario Geological Survey, Field Services Section, Mineral Deposits Section, Mines and Minerals Information Centre, Precambrian Geoscience Section, Sedimentary Geoscience and Geochemistry Section, Ontario Geoservices Centre, Geoscience Laboratories, Information Services Section, Mines Library and Publication Services Section. Refer to individual entries for descriptions.

### Public Records

#### Claim Tags - Sales

Purpose: Maintain a record of claim tags sold to individuals; verify correspondence of claim numbers to prospector's licences. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.47. Information Maintained: Individual's/Company's name, prospector's licence number. Retrievability: Name, prospector's licence number. Retention and Disposal: Perpetuity. Access Procedures: Requests made in person, in writing or by telephone to the nine Mining Recorder Offices listed in the blue pages of the public telephone directory.

#### Claims Index

Purpose: Monitor and maintain a record of mining claims in good standing. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.7. Information Maintained: Individual's/Company's name, prospector's licence number. Retrievability: Name, claim number. Retention and Disposal: Perpetuity. Access Procedures: Requests made in person, in writing or by telephone to the nine Mining Recorder offices listed in the blue pages of the public telephone directory.

#### Prospectors' Licences

Purpose: Maintain a record of the status of prospectors' licences. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.19, s.21, s.22 and s.23. Information Maintained: Individual's/Company's name, address, prospector's licence number. Retrievability: Name. Retention and Disposal:

Perpetuity. Access Procedures: Requests made in person, in writing or by telephone to the nine Mining Recorder Offices listed in the blue pages of the public telephone directory.

## Field Organization

The mines and minerals services are readily available through a network of field offices. The field staff provide consultative services to the industry through Mining Recorders Offices, Resident Geologists Offices, Mineral Development Offices and the Mines and Minerals Information Centre in Toronto.

Field offices provide local consultative services relating to mineral resources to government, industry and the public. Resident Geologists Offices and the Mines and Minerals Information Centre (MMIC) provide consultative services to clients, conduct field examinations and field trips, maintain legally mandated assessment files and other databases, provide prospector classes and other educational forums and input into local and provincial scale land use planning issues. Since the majority of mining companies' main offices are located in Toronto, the MMIC is situated in Toronto to specifically service their needs.

Mining Recorders Offices provide a high level of efficient and consistent administration of the Mining Act as it pertains to mining lands tenure, provide clients with access to accurate and timely mining lands information for security of tenure, provide clients with a database of high level integrity and adjudicate mining claim disputes.

Mineral Development Offices provide a "one-window" approach for permitting, provide the role of team leaders for Advanced Exploration and New Mining Developments, review notices of advanced exploration and facilitate public meetings as required.

## Mineral Sector Analysis Branch

The Mineral Sector Analysis Branch provides comprehensive policy and planning coordination, program development, evaluation and advisory services to the Mines and Minerals Division.

Office responsibilities include coordinating the division's program planning, development and evaluation functions; preparing divisional briefing materials; advocating the interests of the mineral sector in government policy development; developing policy and providing coordination on land use planning issues; coordinating intra-divisional and intergovernmental initiatives, including the Northern Ontario Development Agreement (NODA); developing and publishing comprehensive information on the status and prospects of Ontario's mineral resources sector; coordinating the promotion of Ontario's mineral potential



and supporting the marketing of mineral products, technological expertise and services; and promoting a greater understanding of the importance of mining to the Ontario economy.

#### **General Classes or Types of Records** Mines and Minerals Policies and Options

#### **Personal Information Banks**

##### Census of Mines, Quarries and Sand Pits

Location: Mineral Sector Analysis Branch. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.4. Information Maintained: Individual's/Corporation's name, address. Uses: Determine economic and statistical information. Users: Federal and provincial mining and minerals staff. Individuals in Bank: Individuals operating in the mining industry. Retention and Disposal: Five years, then destroyed.

#### **Land Use Policy and Planning Section**

The Land Use Policy and Planning Section develops policies to ensure access to land for mineral exploration works with other ministries in order to incorporate mineral resource development concerns in their land use policy initiatives. The section also provides guidance on mining-related land use issues to ministries, industry and public.

#### **Mineral Policy and Information Section**

In support of all aspects related to mineral exploration and development, and in promoting the importance of the minerals industry to Ontario's economy, the Mineral Policy and Information Section coordinates the preparation of briefing notes and books on mines and minerals issues; provides divisional comments on Cabinet submissions as they pertain to the mining and exploration industry; monitors mining and exploration activity, taxation, financing and government policy in other mineral-producing jurisdictions; monitors metal markets and other international mining-related developments. The section conducts research into and monitors mineral exploration, mine development and mining in Ontario; assists the public and government through education programs, inquiry services, displays and audio-visual presentations; produces a variety of internal and public information publications; coordinates divisional input into interministerial exercises and participates in intergovernmental working groups.

#### **General Classes or Types of Records** Market Analyses Mineral Commodities Mines and Minerals Policies and Options Research Studies

#### **Northern Ontario Development Agreement**

The Northern Ontario Development Agreement (NODA) was signed on November 4, 1991, and represents a four-year, \$95 million federal-provincial commitment to the minerals, forestry and tourism sectors in northern Ontario.

The objectives of the agreement are to encourage economic development in northern Ontario, foster steady long-term and competitive performance, facilitate cooperation between Ontario and Canada and enhance the public understanding of the challenges of sustainable development of the resource base and the significant efforts made by Canada, Ontario and the private sector toward addressing them.

The Minerals Program comprises \$30 million of this total, equally shared between Natural Resources Canada and the Ontario Ministry of Northern Development and Mines. Projects have been developed under 6 program areas, including Mining and Minerals Technology, Geoscience, Information Transfer and Technology, Exploration Technology, Industrial Minerals and Economic Development, and Administration, Communications and Evaluation.

#### **Statistics Section**

The Statistics Section collects and publishes statistical data relating to Ontario's mineral resources sector, and provides statistical and economic analysis and research services in support of various projects undertaken by the branch, and in response to various information requests.

#### **General Classes or Types of Records** Ontario Mining and Exploration Statistical Questionnaires

#### **Personal Information Banks**

##### Refinery Licence Applications

Location: Statistics Section. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.158. Information Maintained: Individual's and corporation's name, address, personal information. Uses: Regulations of precious metals refinery activities. Maintain a record of applications for refinery licences. Users: Statistics Section staff, Ontario Provincial Police. Individuals in Bank: Refinery licence applicants. Retention and Disposal: Five years, then destroyed.

#### **Mining and Land Management Branch**

The Mining and Land Management Branch is responsible for coordinating the Provincial Mining Lands Program and developing policy and legislation regarding mineral rights on Crown lands. Through the Mining Act, this program ensures that mineral rights are acquired and maintained in an orderly and equitable manner, so that the economic and social benefits of mineral production may continue to accrue to Ontario residents. Initial mineral rights are normally

acquired through claim staking, although the Minister may grant discretionary dispositions such as leases and special Exploratory Licences of Occupation. Once specified amounts of exploration or development work have been completed, leases are granted.

Nine Mining Divisions, each administered by a Mining Recorder, provide field delivery of the program. The Mining Recorder maintains a register of recorded unpatented mining claims, assessment work and information related to mineral rights, and provides a hearings process for disputes regarding mining claims. The Sudbury Office assesses technical submissions for credit toward maintaining claims in good standing.

The Mining Recorders are listed under the Field Organization entry.

The Mineral Development and Mine Site Reclamation Programs were established to encourage, promote and facilitate the sustained economic development of the province's mineral resources in an environmentally responsible manner.

These programs have four major challenges: to reinforce Ontario's strong competitive advantage in mineral exploration and development, to assist in Ontario's commitment to the protection of the environment, to advocate for a balanced use of Ontario's resources through provincial land use planning processes and to ensure public safety through the appropriate closure of operating mines.

Two field offices (Kenora/Timmins) listed under the Field Organization entry, provide mineral development services.

### General Classes or Types of Records

Mineral Commodities

Mining Land Tax Accounts

### Personal Information Banks

#### Mining Lease and Licence of Occupation Accounts

Location: Mining and Land Management Branch. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, Part XIII, Sections 81 to 84. Information Maintained: Name of registered owner, account number (unique identifier for filing purposes), balance of account, lease/licence number (description identifier), name and address of payee (may be different from owner). Uses: To record all Crown mining leases and licences of occupations that pay annual rental as a condition of lease/licence. Users: N/A. Individuals in Bank: Registered owners and payees. Retention and Disposal: Permanent.

## Mineral Development Section

The Mineral Development Section facilitates communication between the mining industry and the public. The section provides advice to the industry on permitting for advanced exploration and mining projects.

Mineral Development shares responsibility with the Rehabilitation Inspection and Compliance Office in enforcing Part VII of the Mining Act and related regulations.

### Common Records

Performance Management

Student Registration and Academic History

Tests, Examinations and Assessments

Travel/Expense Accounts

### General Classes or Types of Records

Compilation Statistics OPAP and OMIP Program

Incentive Database

Industry Questionnaires

OMIP Application Files

OMIP Final Report Files

OPAP Application Files

OPAP Final Report Files

### Manuals

Guidelines for Public Notice and Consultation for Exploration and Mining

### Personal Information Banks

#### C.L.A.I.M.S. Client Services Database

Location: Mineral Development Section. Legal Authority: Mining Act R.S.O. 1990, s.8. Information Maintained: Contains name of recorded holders of mining claims, date claim recorded, assessment work filed, banked amount of credits, option agreements, transfers, and cancellation date if applicable. Uses: Researching status of mining claims. Users: N/A. Individuals in Bank: N/A. Retention and Disposal: N/A.

#### Client database

Location: Mineral Development Section. Legal Authority: Mining Act R.S.O. 1990. Information Maintained: Client name, address, telephone number, fax number, birth date, prospector's licence number, issue and expiry date. Uses: To keep addresses up to date, to cross reference transactions with clients involved, to serve notice to clients. Users: Ministry staff. Individuals in Bank: Recorded holders of mining claims. Retention and Disposal: N/A.

#### Incentive Applicants' Database

Location: Mineral Development Section. Legal Authority: Ontario Mineral Exploration Program Act. Information Maintained: Name, address, telephone/fax number, amounts applied for, evaluation of application, payout of grant, proof of funding, property location, reference checks. Uses:



**Historical.** Users: Mineral Development Staff, records are confidential. Individuals in Bank: Applicants for OPAP and OMIP grants, both successful and unsuccessful. Retention and Disposal: Indefinite.

## Mining Lands Section

The Mining Lands Section is responsible for managing the Mining Lands Program, and developing and implementing legislation and policy regarding mineral rights on Crown lands. It provides an orderly, secure and equitable process for the acquisition and maintenance of mineral rights on Crown lands through the management of 9 mining divisions and a head office section in Sudbury.

### General Classes or Types of Records

Lands Forfeited or Surrendered Under the Mining Act  
Mining Leases/Licences of Occupation  
Withdrawals and Re-opening Orders

### Manuals

GA - General Administration  
LP - Leases, Licenses and Patents  
Mining Lands Policies, Procedures and Guidelines  
UC - Unpatented Claims

## Rehabilitation Inspection and Compliance Office

The Rehabilitation and Compliance Office administers Part VII of the Mining Act with respect to the close out and rehabilitation of mine sites in Ontario to ensure that mines are both developed and decommissioned in a manner consistent with sound environmental design.

### General Classes or Types of Records

AMIS (Abandoned Mines Information System) Database  
Abandoned Mine Site Assessment Reports  
Inactive Mines Database (NODA)  
Incident Reports  
Mine Closure Plan Documents

### Manuals

Rehabilitation of Mines Guidelines for Proponents

## Ontario Geological Survey

The Ontario Geological Survey provides expert geological advice in order to attract, stimulate, guide and monitor mineral exploration and development in an environmentally responsible manner; provides a basis for land use planning and aids in the development of mineral resource policies.

Ontario Geological Survey geoscientists and technical staff provide information to many clients, including the mineral exploration and mining industries, which require up-to-date geoscience data to efficiently explore for and develop the

province's mineral resources; government agencies and private sector firms, which either plan or develop facilities (roads, parks, townsites, etc.) that require knowledge of Ontario's geology and mineral resources and how they are related to the natural environment; and universities and institutions, which conduct geoscience research. An additional component of the program is to develop and test new geological concepts or techniques that might aid the mineral exploration and mining industries or assist in understanding the environmental impacts caused by human activities.

### General Classes or Types of Records

Assessment Documents  
Geoscience Laboratory Analyses  
Geoscience Reports and Maps

### Manuals

Administrative Guidelines for Geological Field Crews  
Geoscience Laboratories Manual  
Review Geologists' Guide

### Personal Information Banks

#### Essais et Analyses - Results and Requests

Location: Ontario Geological Survey. Legal Authority: Mining Act, R.S.O. 1980, c.268, s.63. Information Maintained: Individual's/Company's name, address, claim numbers, prospector's licence numbers, results of assays and analyses, telephone number. Uses: Determine chemical and petrologic composition of minerals; compile a data bank for policy, planning and statistics. Users: Ontario Geological Survey and Mineral Development Branch staff. Individuals in Bank: Individuals/Companies seeking results of assays and analyses. Retention and Disposal: Fifty years, then destroyed.

#### Reserves/Resources from Private Companies and/or Individuals

Location: Ontario Geological Survey. Legal Authority: Mining Act, R.S.O. 1990, c.M.14, s.4 and s.11. Information Maintained: Individual's/Company's name, address, ore reserves and future plans, telephone number. Uses: Provincial planning for mining and minerals. Users: Ontario Geological Survey staff. Individuals in Bank: Individuals/Companies with ore reserves. Retention and Disposal: Not determined.

## Field Services Section

Staff in the Field Services Section (Resident Geologists Program) provide advice and information directly to clients from offices strategically located across the province.

In these offices the public can access a wide range of mineral-related databases, including assessment files, geological reports and maps, and diamond drill core. A

computerized Earth Resources and Land Information System (ERLIS) is available in Toronto, Sudbury, Thunder Bay and Timmins.

Resident geologists generate new geoscience data and concepts to stimulate exploration and development of mineral resources by the private sector. They work with explorationists so that those with properties available for development are networked with those who have the resources to develop properties.

They provide input to planning and decision making on land use issues; this often involves mineral resource evaluations.

Educational services are provided to the general public by conducting prospector classes, school presentations and public lectures.

### **Mineral Deposits Section**

The Mineral Deposits Section conducts field investigations of known mineral deposits and occurrences and their immediate surrounding area to describe characteristics of the mineralization, alteration, rock types, structural style and the geological setting in which the mineralization occurs. These studies are conducted on a variety of commodities ranging from gold to rare elements. Where possible, there is close collaboration with the PreCambrian Geoscience Section mapping program and the resident geologist staff. Scale of mapping varies from 1:20,000 to 1:100. Products include surface bedrock maps of the deposits and immediate area, and detailed descriptions of the mineralization and host rocks that are presented in digital databases. Reports are prepared to describe specific deposits or commodities, general aspects of a particular deposit type across the province and various deposits types that occur in a specific area.

**Common Records**  
Student Applications

### **Mines and Minerals Information Centre**

The Mines and Minerals Information Centre is a one-stop outlet for Mines and Minerals Division services to government staff, the exploration and mining industry, planners, consultants, teachers, students, and the general public. Information and publications are provided on Ontario's geology, rocks, minerals, landscape, mineral resources, exploration and mining industries, and the Mining Act.

Information is provided through: publication sales, southern Ontario mining lands, geoscience databases, reference library and geoscience consultants.

The centre sells more than 10,000 Mines and Minerals Division publications, including geological, geophysical and geochemical maps and reports, annual and statistical reports, geology and scenery guidebooks, industrial mineral and mineral deposit circulars and mineral policy background papers.

Through the ERLIS computer system, customers have access to all non-confidential Mines and Minerals Division geoscience databases, including the provincial assessment files and the mineral deposits inventory.

A reference library contains all Ontario Geological Surveys and publications from 1891. A collection of Geological Survey of Canada publications, 50 journals, directories, texts and other reference materials is available. Special indexes, bibliographies and abstracts enable users to access the collection and the Mines Library-Sudbury holdings. Photocopying services are available for a fee.

Geoscientists are available for consultation on provincial geology topics.

### **Precambrian Geoscience Section**

Geological and geophysical field surveys and studies in areas of Ontario underlain by rocks of the Precambrian Canadian Shield result in preparation of regional bedrock geology and geophysical maps, ranging in scale from 1:15,000 to 1:250,000, and reports describing the geology (stratigraphy, volcanology, sedimentology, metamorphism, structural geology, petrogeochemistry and mineral occurrences) of specific areas. Many of these projects are located within one of Ontario's "greenstone belts."

Other projects are undertaken to solve specific geological problems (e.g., the structure of a particular area), and to develop and test new geological concepts or techniques that might aid the mineral exploration and mining industries.

Ontario Geological Survey geoscientists and technical staff provide information to many clients, including the mineral exploration and mining industries, which require up-to-date geoscience data to efficiently explore for and develop the province's mineral resources, government agencies and private sector firms that either plan or develop facilities (roads, parks, townsites, etc.) and require information of Ontario's geology and mineral resources and how they are related to the natural environment and universities and institutions that conduct geoscience research.

**Common Records**  
Student Applications



## Sedimentary Geoscience and Geochemistry Section

Geological investigations carried out by the Sedimentary Geoscience and Geochemistry Section are centered on providing baseline information and developing research methodologies related to environmental applications and resource evaluation. Primary fields of study include quaternary geology, paleozoic/mesozoic geology, aggregate assessment and surficial geochemistry.

Quaternary Geology projects include systematic mapping of the surficial and glacial deposits of the province (generally at 1:50,000 scale), supplemented by applied work on techniques in glacial overburden mineral exploration, environmental geology, sand and gravel resources, etc. Overburden drilling projects are an important adjunct to surveys.

Paleozoic/mesozoic geology projects are directed toward evaluating the nature and distribution of the paleozoic and mesozoic rocks in both southern Ontario and in the Hudson Bay, James Bay lowlands. This work involves projects that range from basic mapping (1:50,000 to 1:250,000 scale) to geotechnical studies and specific commodity studies such as building stone, gypsum and salt.

Aggregate assessment projects determine inventories and evaluate aggregate resources that include natural sand and gravel, as well as crushed stone derived from bedrock. Projects are undertaken both in northern and southern Ontario. Aggregate assessment work includes field investigation by means of sampling, drilling, geophysical surveys and extensive office research.

Field surveys in geochemistry are carried out to establish exploration and environmental geochemical databases. Regional geochemical mapping (1:50,000 scale) is conducted in areas of high mineral potential and/or environmental interest. Surveys are based on sampling of lake sediments, stream sediments, surficial materials and, in some cases, plants. Regional lake sediment sampling is usually helicopter supported. Semi-regional and detailed surveys are carried out to solve specific geological problems, including delimiting the scale and form of glacial dispersal associated with various types of mineralization, and identifying natural components of the landscape that may act to retard dispersion of metals from tailings sites.

**Common Records**  
Student Applications

## Ontario Geoservices Centre

The mandate of the Ontario GEOservices Centre is to manage, process and distribute geoscientific information as a customer service through the application of information

and analytical technology. The centre comprises the Information Services Section, Geoscience Laboratories, Publication Services Section and a Business Development Unit.

The Information Services Section is responsible for the management of public information collected by, or entrusted to, the Mines and Minerals Division through the Earth Resources and Land Information System (ERLIS) public access computer system. The section is setting the standards and designs, and is constructing geoscientific and mining databases which are accessed, shared and duplicated by users within the ministry and for the mining industry. This data is becoming available through ERLIS public access computer system. In addition, the Information Services Section is responsible for the administration of the Mines Library which contains publications on geology, mining and mineral resources. Its holdings include reports of the Ontario Geological Survey from 1891, the Geological Survey of Canada from 1845 and other provincial and U.S. geological surveys.

The Geoscience Laboratories provide high quality mineralogical and elemental analytical services in support of the program of the Mines and Minerals Division and the mineral industry client groups. The Geoscience Laboratories maintains a state-of-the-art facility with a wide variety of analytical equipment. They also provide consulting services in method development projects and advice to prospectors and the public on geoanalytical matters and equipment rental.

The Publication Services Section is the publisher for the Ontario Geological Survey, editing and producing the results of the Survey's research as reports and maps. The Interleaf text publishing system and Intergraph map publishing system enable publications to be distributed by traditional offset printing method, by electronic distribution and through on-demand reproduction of hard copy. The electronic text and map files are being incorporated into the databases being constructed and managed by the Information Services Section. The section is also responsible for the Publication Sales Office at the Willet Green Miller Centre in Sudbury, one of 13 ministry offices throughout the province which sell Mines and Minerals Division publications and maps.

The Business Development Unit has taken the lead in coordinating non-tax revenue activities in the area of mining-related services. Such activities include the selling of software developed by the division, popular geoscience publications, assessment work handbook series, work for external clients in the labs, creation and marketing standards, short courses and consulting activity.

**General Classes or Types of Records**

Research Studies  
Resource-Base Studies  
Statistical Reports  
Task Force Reports

**Geoscience Laboratories**

The Geoscience Laboratories provide high quality geoanalytical data in support of the program of the Mines and Minerals Division and the minerals industry client groups. In particular, it provides a wide range of high quality mineralogical and elemental analysis services to the client group, advises prospectors and public, keeps pace with developments in geoanalytical methodologies and their applications, anticipates and responds to demands for improved procedures and develops capabilities accordingly, maintains a state-of-the-art geoanalytical facility and maintains a high profile with the international geoanalytical, geological and geochemical communities.

**General Classes or Types of Records**

Geoscience Laboratory Analysis

**Manuals**

Capabilities Guide  
Geoscience Laboratories Safety Manual  
International Reference Materials Data Base  
Radiation Safety Manual  
Sampling Guide  
The Analysis of Geological Materials (Vol. I - A Practical Guide, Vol.II - A Manual of Methods)

**Information Services Section**

The Information Services Section is responsible for the management of public information collected by, or entrusted to, the Mines and Minerals Division. This is done through the Mines Library and the Earth Resources and Land Information System (ERLIS) public access computer system. With regards to ERLIS, the section is responsible for setting the standards, design and construction of a number of geoscientific and mining databases to be accessed, shared and duplicated in an organized and timely fashion by users within both the ministry and mining industry. As databases are set up, the section is responsible for the ongoing updating, distribution and maintenance of the data and associated computer applications.

**General Classes or Types of Records**

Earth Resources and Land Information System

**Mines Library**

The Mines Library contains publications on geology mining and mineral resources. Its holdings include reports of the

Ontario Geological Survey from 1891, the Geological Survey of Canada (from 1845), other provincial geological surveys, the U.S. Geological Survey and others from individual states, reports and maps for Precambrian regions of the world, selected texts on geochemistry, geophysics, engineering geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable the user to access the collection. The Mines Library subscribes to over 200 scientific journals and maintains a large collection of geological and aeromagnetic maps covering Ontario. Photocopies are provided at a nominal charge.

**Common Records**

Library Users Lists

**Publication Services Section**

The Publication Services Section is the publisher for the Ontario Geological Survey, editing and producing the results of the Survey's research in the form of reports and maps. The Interleaf text publishing system and Intergraph map publishing system enable publications to be distributed by the traditional offset printing method, by electronic distribution and through on-demand reproduction of hard copy. The electronic text and map files are being incorporated into the databases being constructed and managed by the Information Services Section. The section is also responsible for the Publication Sales Office at the Willet Green Miller Centre in Sudbury, one of 13 ministry offices throughout the province which sell Mines and Minerals Division publications and maps.

**General Classes or Types of Records**

Publication Release Notice Mailing List

**Manuals**

OGS Editorial Guide

**Personal Information Banks**

Publications Release Notice Mailing List

Location: Publication Services Section. Legal Authority: n/a. Information Maintained: Names and addresses of individuals, companies and libraries. Uses: Publications release notice mailings. Users: Primarily for Section use. Information released to any interested party on request and under the guidance of the Freedom of Information Coordinator. Individuals in Bank: All clients of the ministry interested in receiving notification of publications releases. Retention and Disposal: n/a.

**Northern Development Division**

The Northern Development Division is comprised of the Northern Industry Branch, the Northern Regional and



Community Development Branch and the Northern Ontario Heritage Fund Corporation.

The division is responsible for policy and program development for northern Ontario and for the delivery of a variety of government programs in the north relating to community economic development, transportation and community infrastructure. The division also serves as the liaison between the ministry and the Ontario Northland Transportation Commission.

#### Manuals

Ministry of Northern Development and Mines Manual  
Program Guidelines Manual

### Northern Industry Branch

On a planned basis and in response to regional needs, the Northern Development Branch supports the growth and competitiveness of the northern Ontario private sector by assisting the development of entrepreneurship and the growth of small business, encouraging industrial investment and strengthening industry's international competitiveness, thereby enhancing employment opportunities and increasing revenue in the province.

### Self-Help Office

Business Self-Help Offices have been established in partnership with local economic development organizations in Thunder Bay, Sault Ste. Marie, Sudbury, North Bay, Haileybury and Timmins, in order to encourage and simplify business start-up.

The Canada-Ontario Business Service Centre (1-800-567-2345) answers general phone inquiries and makes referrals to the nearest Business Self-Help Office.

The Self-Help Offices provide free information and advisory services for anyone wanting to start their own business. They offer a comprehensive library of small business start-up resource material, as well as introductory consultations on preparing a business plan, managing a new business, rules and regulations governing new businesses and information on government assistance programs and other sources of help.

In addition, seminars on starting a small business, marketing and other subjects are presented on a regular basis throughout northern Ontario.

### Northern Regional and Community Development Branch

The Northern Regional and Community Development Branch is comprised of a Program Development Unit and an Economic Analysis and Transportation Unit in Sudbury, as

well as 3 area offices located in Thunder Bay, Timmins and Sudbury. The branch attends to its broad mandate from the ministry's head office in Sudbury, but ensures effective service and program delivery to its northern clients through its decentralized operation. Staff in these offices work with northern communities and other ministries in planning and supporting community development strategies.

Direct client services are further enhanced by an additional 28 field offices (Northern Development Offices) across the north. The field operations form a network of "storefront" offices, which provide information on, and access to, all government programs and services.

#### Common Records

Performance Management  
Travel/Expense Accounts

#### General Classes or Types of Records

Committee Reports (internal to branch)  
Policy and Planning Reports  
Project/Program Files  
Research Reports  
Statistical Reports  
Task Force Reports

#### Manuals

Handbook of Management Guidelines for Local Services  
Boards  
Program Guidelines Manual

#### Personal Information Banks

##### Client Enquiry and Program Files

Location: Northern Regional and Community Development Branch. Legal Authority: Ministry of Northern Affairs Act, R.S.O. 1990, c.M.32. Information Maintained: Client's name, address, telephone number, age, annual income, driver's licence, employment record, health card number, marital status, medical information, old age security number, social insurance number. Uses: Help clients seeking assistance and advice to determine eligibility for federal and provincial programs. Facilitates the completion of applications for programs. Users: Ministry administrative staff. Individuals in Bank: Individuals/Clients/Corporations applying for, or enquiring about, ministry and/or other agency's programs and services. Retention and Disposal: Not determined.

##### Ministry Program Files

Location: Northern Regional and Community Development Branch. Legal Authority: Ministry of Northern Affairs Act, R.S.O. 1990, c.M.32. Information Maintained: Client's name, address, telephone number and company ownership. Uses: Determine eligibility for ministry programs. Users: Branch staff, ministry accounting staff. Individuals in Bank:

Individuals/Companies/Organizations applying for ministry programs. Retention and Disposal: N/A.

### Area Offices

The Northern Regional and Community Development Branch has three area offices located in Sudbury, Timmins and Thunder Bay. These offices work with northern communities and other government agencies in planning and implementing development strategies which respond to local and regional needs throughout northern Ontario. Operationally, these offices focus on northern regional and community economic development, northern transportation development and northern social and community services development.

Professional staff support for community development projects is available to assist a full range of community agencies and groups. In addition, the ministry through its area offices, administers the Local Services Boards Act which provides for basic services such as water supply, sewage, garbage collection, street and area lighting, fire protection and recreation in order to improve the overall quality of life. These boards are legally appointed in unincorporated communities (communities with no municipal government under the Municipal Act) and are unique to northern Ontario.

### Northern Development Offices

The address and telephone information for the nearest Northern Development Office within the northwest, Sudbury and Timmins areas is listed in separate entries.

### Economic Analysis and Transportation Unit

The Economic Development and Transportation Unit is responsible for monitoring the northern economy, analysing policies and programs as they apply to the ongoing economic development of the north and managing transportation capital and service programs in support of economic and social development in northern Ontario.

As part of economic development activities, the unit undertakes the following: producing an annual report on the status and outlook of the northern Ontario economy, used mainly for internal ministry policy and program planning purposes and serving as the branch's primary contact with the Ministry of Economic Development and Trade.

The Transportation Program is undertaken in cooperation with the Ontario Ministry of Transportation and the Ontario Northland Transportation Commission (ONTC). The Transportation Program includes a variety of programs directed toward the provision of capital infrastructure and passenger services.

### Program Development Unit

The Program Development Unit is responsible for policy analysis, program planning, development, monitoring and evaluation for the Northern Development Division. Staff provides analytical and advisory services and issues management support to senior management within the ministry. The unit serves as the primary Ministry of Northern Development and Mines contact for all ministries (excluding the Ministry of Transportation and the Ministry of Economic Development, Trade and Tourism) in the development and evaluation of programs, services and special initiatives.

The unit is also responsible for overall program coordination and monitoring as well as program evaluation.

### Policy Development Unit

The Policy Development Unit is responsible for program planning, development, monitoring and evaluation for the Northern Development Division. Staff provides analytical and advisory services to senior management in this ministry and in other ministries. The unit serves as the primary Ministry of Northern Development and Mines contact for all ministries (excluding Ministry of Transportation and Ministry of Economic Development, Trade and Tourism) in the development and evaluation of programs/services and special initiatives.

### General Classes or Types of Records

Commission Reports  
Committee Reports  
Policy and Planning Reports  
Program Files

### Manuals

Handbook of Management Guidelines for Local Services Boards  
Program Guidelines Manual

### Personal Information Banks

#### Client Enquiry and Program Files

Location: Policy Development Unit. Legal Authority: Ministry of Northern Affairs Act, R.S.O. 1990, c.M.32.

Information Maintained: Client's name, OHIP and old age security numbers, social insurance number, address, age, annual income, business complaints, driver's licence, education, employment records, marital or family status, medical information, parents' names, place of birth, telephone number, vehicle licence. Uses: Determine eligibility for federal and provincial programs; facilitate the completion of applications for programs and services. Users: Ministry administrative staff. Individuals in Bank: Individuals/Corporations applying for or enquiring about ministry and agency programs and services. Retention and Disposal: Not determined.



Ministry Program Files

Location: Policy Development Unit. Legal Authority: Ministry of Northern Affairs Act, R.S.O. 1990, c.M.32. Information Maintained: Name, address, company ownership, proposed corporate initiatives, telephone number. Uses: Determine eligibility for ministry programs. Users: Regional branch staff, ministry accounting staff. Individuals in Bank: Individuals/Companies applying for ministry programs. Retention and Disposal: Seven years, then destroyed.

**Agencies****Northern Ontario Heritage Fund Corporation**

The Northern Ontario Heritage Fund Corporation (NOHFC) has a mandate to provide assistance to single-industry communities experiencing economic disruptions, assist with the development and adoption of new technology, support special projects designed to diversify and strengthen the economic base of northern Ontario, and help small businesses get started, expand, modernize or diversify.

Assistance is available in the form of loan guarantees, loans and grants or combination thereof.

Contact the corporation's head office, the Sudbury office or any Ministry of Northern Development and Mines office in the appropriate area.

**Personal Information Banks**Business Incentive Program Requests

Location: Northern Ontario Heritage Fund Corporation. Legal Authority: Northern Ontario Heritage Fund Act, R.S.O. 1990, c.N.5. Information Maintained: Name, address, age, financial information relating to the project, telephone number. Uses: Evaluate project. Users: Staff of the Ministries of Northern Development and Mines; Natural Resources; Culture, Tourism and Recreation; the Northern Ontario Development Corporation and the Northern Ontario Heritage Fund. Individuals in Bank: Individuals applying to the program. Retention and Disposal: Seven years, then destroyed.

New Technology Program Requests

Location: Northern Ontario Heritage Fund Corporation. Legal Authority: Northern Ontario Heritage Fund Act, R.S.O. 1990, c.N.5. Information Maintained: Name, address, age, financial information relating to the project, telephone number. Uses: Evaluate project. Users: Staff of the Northern Ontario Development Corporation and the Northern Ontario Heritage Fund. Individuals in Bank: Individuals applying to

the program. Retention and Disposal: Seven years after the completion of the financing program, then destroyed.

Single-Industry Communities Program Requests

Location: Northern Ontario Heritage Fund Corporation. Legal Authority: Northern Ontario Heritage Fund Act, R.S.O. 1990, c.N.5. Information Maintained: Name, address, age, financial information relating to the project, telephone number. Uses: Evaluate project. Users: Staff of the Northern Ontario Development Corporation and the Northern Ontario Heritage Fund. Individuals in Bank: Individuals applying to the program. Retention and Disposal: Seven years after the completion of the financing program, then destroyed.

Special Projects Program Requests

Location: Northern Ontario Heritage Fund Corporation. Legal Authority: Northern Ontario Heritage Fund Act, R.S.O. 1990, c.N.5. Information Maintained: Name, address, age, financial information relating to the project, telephone number. Uses: Evaluate project. Users: Staff of the Northern Ontario Development Corporation and the Northern Ontario Heritage Fund. Individuals in Bank: Individuals applying to the program. Retention and Disposal: Seven years after the completion of financing program, then destroyed.

# ONTARIO FOOD TERMINAL BOARD

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## Head

Chair of the Board  
Ontario Food Terminal Board  
165 The Queensway  
Etobicoke, Ontario  
M8Y 1H8  
(416) 259-5479

## Access

Freedom of Information and Privacy Coordinator  
Ontario Food Terminal Board  
165 The Queensway  
Etobicoke, Ontario  
M8Y 1H8  
(416) 259-5479



A public reading room for the review of manuals and other information is open during regular office hours at 165 The Queensway, Etobicoke.

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The board operates the Ontario Food Terminal, a wholesale fresh fruit and produce market with cold storage facilities, which serves Ontario growers. It plays a major role in the orderly marketing of fruit and vegetables in Ontario.

## Common Records

CORPAY  
Central Attendance Recording System (CARS)  
Employment Application Inventory  
General Employment History and Payroll Information  
Travel/Expense Accounts  
Workers' Compensation

## General Classes or Types of Records

Rentals and Fees  
Requests for Space  
Tenant Files



# ONTARIO HYDRO

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## Head

Chair, Board of Directors  
700 University Avenue  
Toronto, Ontario  
M5G 1X6  
(416) 592-2736

## Access

Corporate Records and Freedom of Information  
Officer, Ontario Hydro  
H-18-A17,  
700 University Avenue  
Toronto, Ontario  
M5G1X6  
(416) 592-2736



Ontario Hydro operates under the authority of the Power Corporation Act. The corporate goal is to meet the requirements of the Ontario community for electric service, including the manner of its provision, so as to result in the greatest overall benefit to the community and in the lowest cost to the customer for that service over the long term.

The business affairs of Ontario Hydro are directed and controlled by a Board of Directors. The corporation is organized into four groups: The Generation Business Group, the Customer Services Group, the Corporate Business Group, and the Enterprises Group. The Enterprises Group consists of two business units: Ontario Hydro Technologies and Ontario Hydro International Inc., each led by a Chairman and President. The three other groups are led by an Executive Vice-President and Managing Director. The leader of the Corporate Business Group is also the Chief Financial Officer for Ontario Hydro. Functional support groups are led by the Senior Vice-President, General Counsel and Secretary, the Vice-President, Corporate Communication and the Vice-President, Corporate Strategies and Sustainable Development.

Ontario Hydro supplies electrical energy indirectly to urban centres through 311 associated municipal utilities, and directly to more than 940,500 rural customers and 108 large industrial customers. The Ontario Hydro Electrical Inspection Program (905-946-6300) provides technical guidance to consultants, contractors, architects, manufacturers and customers on problems concerning installation of electrical equipment and adherence to the Electrical Safety Code and is responsible for all inspections. The Retail Electrical Service and Billing Inquiry Program answers inquiries on rural service policy and practices. Ontario Hydro operates Nuclear Communications Centres in

Pickering (416-839-0465), Bruce (519-361-3103) and Darlington (905-623-7122) to provide educational information on nuclear power to the public. The Ontario Hydro Public Reference Centre has information and documentation on Ontario Hydro and general pamphlet material on energy (592-3331). Ontario Hydro reports to the Legislature through the Minister of Environment and Energy.

## Board of Directors and Officers of the Corporation

The governing body of Ontario Hydro is composed of a Board of Directors consisting of a Chairman appointed by the Lieutenant Governor in Council, a Vice-Chairman designated by the Board of Directors from among the Directors, A President appointed by the Board of Directors, the Deputy Minister of Environment and Energy and not more than 18 other Directors appointed by the Lieutenant Governor in Council. Each of the Directors, other than the Chairman, the President and the Deputy Minister of Environment and Energy, hold office for a term not exceeding three years and may be reappointed for further successive terms not exceeding three years each. The Chairman holds office for a term not exceeding five years and may be reappointed for further successive terms not exceeding five years each.

The Board of Directors of Ontario Hydro may appoint committees and may delegate powers to act on its behalf subject to restrictions imposed by the Board. The ten standing committees of the Board are the Finance Committee, the Audit Committee, the Aboriginal Relations Committee, the Health and Safety Committee, the Management Resources Committee, the Nuclear Review Committee, the Pension and Insurance Fund Investment Committee, the Social Responsibility Committee, the Strategic Issues Committee and the Sustainable Development Committee.

## Corporate Business Group

The activities of this group are outlined under the business units located below.

## Business Services

Business Services is responsible for providing information management and telecommunication services, workplace maintenance and support services, acquisition and management of materials services and real estate assets to meet the needs of all units of Ontario Hydro.

General classes of records contain information on computer-based information management systems. Information Systems Planning, Operation and Communication Records (including computer security evaluations).

Manuals contain policies, procedures, standards and guidelines for the use of employees who have accountability and responsibility for performing information management, purchasing and materials management, and real estate function.

Unique personal information banks contain information relating to real estate acquisition and management, administration of the Employee relocation and asset management inventory. Common employee information banks are described under Corporate Human Resources.

### Manuals

Corporate Procedures for Purchasing and Material Management  
Employee Relocation  
Management and Administration  
Payment-in-lieu of Property Taxes and Assessment  
Quality Assurance  
Real Estate Acquisition and Appraisal  
Real Estate Management  
Surplus Disposal Policies and Procedures  
Transportation

### Personal Information Banks

#### Housing Assistance Program

Location: Business Services. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, address, financial information (e.g., mortgage rate, balance and list price). Uses: Assist with the employee's relocation with respect to the disposal of their principal residence, i.e. property eligibility, appraisal to establish guarantee price, acquisition, maintenance and sale of the properties. Users: Services business unit administrative staff, Compensation and Benefits Services staff, business unit human resources officers, internal and external auditors. Individuals in Bank: Transferred employees. Retention and Disposal: One year after sale of house or discharge of mortgage, then destroyed.

#### Property Owner Transaction Files

Location: Business Services. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, address and occupation of property owner, appraisals, mortgage details, purchase/sale price, record of discussion with owners, size of property. Uses: Provide a detailed record of property transactions including relevant background information. Users: Services business unit administrative staff, solicitors, internal auditors, regional property staff; select information is released to Revenue Canada. Individuals in Bank: Individuals involved in property transactions (e.g. sales, purchases, leases and permits) with Ontario Hydro. Retention and Disposal: Six years after transaction closes or project completed, then destroyed.

#### Property Transaction System (PROTRANS) and Unregistered Rights

Location: Business Services. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, Orders-in-Council, concession, easements of real estate rights, land leasebacks, leases, licences (land use permits), lot number, purchase/sale prices, township. Uses: Maintain a register of Ontario Hydro's property rights and real estate transactions. Users: Solicitors, regional property staff, business unit administrative staff, internal auditors; select information is released to government ministries and agencies. Individuals in Bank: Individuals involved in property transactions with Ontario Hydro. Retention and Disposal: Variable, then destroyed.

### Corporate Finance

Corporate Finance provides leadership for the New Ontario Hydro by providing clear strategic financial direction, restructuring finances to achieve debt-reduction targets, developing a strong financial management capability throughout Ontario Hydro, and providing a clear authority and internal control structure to enhance accountability and operating autonomy for all business units. Corporate Finance provides payment to employees and vendors to meet the needs of all units of Ontario Hydro.

General classes of records contain information relating to financial management, administration and control, including policies and procedures in support of financial planning and reporting, accounting and treasury and trustee administration functions.

Manuals issued to staff members provide policies and detailed guidance in performing administration, finance and treasury functions, and to managers and supervisors for monitoring such activities.

Unique personal information banks contain financial transaction information pertaining to bond and note holders and information for claims administration. Also information used to administer the payroll system and the Employee Housing Assistance Plan.

Common employee information banks are described under Corporate Human Resources.

### General Classes or Types of Records

Asset Accounting Studies and Reports  
Billing and Collection Records  
Bond Issues  
Bonds and Notes Payable  
Cash and Banking Records  
Claims  
Corporate Agreements Accounting  
Cost of Power Allocation



Debt Management Records  
 External Audit Files  
 Financial Forecasts and Projecting  
 Financial Planning Studies and Reports  
 Financial Statements  
 Fixed Assets and Depreciation Records  
 Foreign Exchange  
 General and Subsidiary Ledgers  
 Investment Records (including pension and insurance fund)  
 Investor Relations Records  
 Risk Management Records  
 Statistical Information File for External Institutions  
 Taxation Records

### Manuals

Corporate Bonds Accounting System  
 Corporate Financial Policies  
 Power Costing Handbook  
 Treasury Division Management Manual

### Personal Information Banks

#### Canadian Short-Term Notes System

Location: Corporate Finance. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name of registered note holder, details of transaction including value of holdings, interest and cost of note, issue and maturity dates, name of investment dealer. Uses: Settle interest and principal payments to note holders; produce required income tax statements. Users: Treasury and accounting staff, internal and external auditors. Individuals in Bank: Short-term note holders. Retention and Disposal: Note held to maturity; support documentation held for 10 years after sale, then destroyed.

#### Claims Administration System (includes rural and motor vehicle claims)

Location: Corporate Finance. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name and address of claimant, amount of claim, damages, employee name, injured or third party name, motor vehicle details. Uses: Administer claims; produce statistics. Users: Treasury Division staff. Individuals in Bank: Rural customers, individuals involved in motor vehicle accidents with Ontario Hydro staff, employees involved in motor vehicle accidents. Retention and Disposal: From two to six years plus current, then destroyed.

#### Corporate Bond Management System

Location: Corporate Finance. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name and address of bond holder, details of transaction including value of holdings, due date and interest, resident/non-resident status. Uses: Produce interest cheques and income tax statements for bond holders. Users: Treasury Division staff, internal and external auditors.

Individuals in Bank: Bond holders. Retention and Disposal: Length of bond issue, then destroyed.

#### Housing Assistance Program

Location: Corporate Finance. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, Name, address, balance and list price, financial information (e.g. mortgage rate). Uses: Assist with the employee's relocation with respect to the disposal of their principal residence, i.e. property eligibility, appraisal to establish guarantee price, acquisition, maintenance and sale of the properties. Users: Business Services administrative staff, Compensation and Benefits Services staff, business unit human resources officers, internal and external auditors. Individuals in Bank: Transferred employees. Retention and Disposal: One year after sale of house or discharge of mortgage, then destroyed.

#### Miscellaneous Receivables (excluding electrical consumption)

Location: Corporate Finance. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18 s.63. Information Maintained: Name, address, bill payment history. Uses: Bill, collect and control monies owed to Ontario Hydro for any reason other than the consumption of electrical energy. Users: Accounting staff, internal and external auditors. Individuals in Bank: Individuals owing money to Ontario Hydro for goods, services, rentals, mortgages or any reason other than the consumption of electricity. Retention and Disposal: From two to six years plus current, then destroyed.

#### Ontario Hydro Liability Claims Against Third Parties (including pole claims)

Location: Corporate Finance. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name and address of third party tortfeasor, loss costs. Uses: Collect amounts owing to Ontario Hydro on pole claims. Users: Treasury Division Staff. Individuals in Bank: Third party tortfeasors. Retention and Disposal: Two years plus current year, then destroyed.

#### Pay Records

Location: Corporate Finance. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Employee's Name, address, bank and credit union account numbers, employee and payroll numbers, entitlement data (e.g. vacation and benefits), income and earnings, pension and insurance information, statutory and other deductions, tax information. Uses: Pay Ontario Hydro employees and pensioners; facilitate payments on their behalf to Revenue Canada, unions, trusts and benefit plans; facilitate direct deposit to bank or credit union accounts. Users: Payroll staff, internal and external auditors, external actuaries, authorized business unit administrative staff: select information is released to Revenue Canada, WCB and UIC. Individuals in Bank: Ontario Hydro employees and

pensioners. Retention and Disposal: From one year plus current then destroyed, to permanent.

## Corporate Human Resources

This business unit develops human resources policies, strategies and relationships with employees that will help Ontario Hydro achieve its corporate objectives and make it an employer of choice.

General classes of records contain information on health and safety and on the selection, placement, treatment, compensation, and training and development of Ontario Hydro employees.

Manuals contain personnel policies and procedures and safety regulations that have been approved for uniform application throughout the corporation.

The personal information banks described are common to employees in all business units of the corporation and contain information relating to job selection and placement, staff planning and development, training, employee health and safety, labour relations, and benefits administration. Any additional unique banks are listed under the appropriate business unit.

### Common Records

Workers' Compensation

### General Classes or Types of Records

Affirmative Action Program Records  
 Compensation Surveys and Reports  
 Contractors Files  
 Employee Accident Statistics  
 Employee Benefits Program Records  
 Employee Benefits Valuation and Cost Data  
 Employment Equity Program Records  
 Health and Safety Program Records  
 Human Resources Information Systems  
 Human Rights Statistics and Reports  
 Industrial Hygiene Records  
 Job Rating Challenge Case Files  
 Joint Society-Management Committee  
 Labour Relations Bargaining Surveys  
 Labour Requirements Files  
 Management Function Employees Files (including grievances)  
 Master Wage and Salary Schedules  
 Morbidity and Mortality Statistics  
 Ombudsman/Human Rights Commission  
 Pension and Insurance Administration Files  
 Retirement Board of Review  
 Safety Studies, Statistics and Reports  
 Salary Administration Reports  
 Society Files

Society Negotiations and Agreements  
 Union Jurisdiction Files  
 Work Stoppage Files

### Manuals

Benefits Guide  
 Business Unit Management and Administration  
 Corporate Safety Rules & Policies  
 HR Personnel Policies and Procedures  
 Handbook for the Handling, Storage and Transportation of Explosives  
 Job Evaluation  
 Pay and Personnel Systems User Manual  
 Workers' Compensation User's Manual

### Personal Information Banks

#### Electric and Magnetic Fields (EMF)

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.

Information Maintained: Caller's name, Caller's name, mailing address phone number(s) fax number, date of contact, reason for contact, local utility, documents we sent to caller, representation (e.g. media, real estate agency, etc.). Uses: Inbound telephone inquiries concerning EMF. Record salient aspects of conversation, categorize the nature of the call (e.g. request for literature, home measurement, etc.).

Used for trend analysis, statistical reporting etc. Users: EMF Consultant and policy/communications staff, EMF Unit staff, Law Division, Health & Safety Division. Individuals in Bank: Anyone phoning Ontario Hydro with questions/requests concerning EMF. Retention and Disposal: Permanent.

#### Employee Benefits Information

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.

Information Maintained: Name, address, benefits information, date of birth, employee and payroll numbers, financial assistance transactions and subsidy payments, hire date, marital status, rehabilitation history, sex, sick leave usage, social insurance number, union affiliation. Uses: Administer employee benefit plans including disability, sick leave, insurance, pension transfer-out, financial and housing assistance. Users: Compensation and benefits officers, Corporate Human Resources administrative staff, corporate accounting staff, plan administrators, line managers, internal auditors, external actuaries. Individuals in Bank: Past and present Ontario Hydro employees. Retention and Disposal: From one to 60 years, then destroyed.

#### Employee Exposure Monitoring Information

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.

Information Maintained: Name, date of birth, duration of exposure, employee number, occupational history, record of exposure to hazardous agents, sex, social insurance number,



test results and information, work location. Uses: Monitor and assess exposure to occupational hazards for the protection and improvement of Ontario Hydro employee health. Users: Physicians, nurses, epidemiologist, authorized Health and Safety staff, external medical consultant, internal auditors. Individuals in Bank: Past and present Ontario Hydro employees. Retention and Disposal: Permanent.

#### Employee Occupational Accident Information

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Names of persons involved, accident description and location, accident exposure hours, accident investigation reports, case number, causal factors, corrective measures, employee number, photographs, police reports, social insurance number, work location. Uses: Record and monitor Ontario Hydro motor vehicle/occupational accident experience; produce accident statistics. Users: Authorized Health and Safety staff, business unit safety personnel, internal auditors. Individuals in Bank: Employees and other individuals involved in motor vehicle/occupational accidents. Retention and Disposal: Permanent.

#### Employment Disputes

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, advice of decision, arbitration award, employee number, employment history, grievance forms and related correspondence, grievance meeting report, hearing notice, job challenges, job performance information, occupation, salary information, solicitors' opinions, statement of settlement or withdrawal, writ of summons. Uses: Resolve and document employment disputes; establish legal precedents. Users: Labour relations officers, internal and external solicitors, salary services administrators and job evaluation analysts, line managers, Corporate Human Resources administrative staff, internal auditors. Individuals in Bank: Employees involved in employment disputes. Retention and Disposal: From 20 to 50 years, then destroyed.

#### External Applications for Employment

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, address, education, employment equity information, employment history, legal work status, social insurance number. Uses: Screen and select external applicants for job competitions. Users: Corporate Human Resources staffing consultants, business unit human resources staff, line managers and supervisors. Individuals in Bank: External applicants seeking employment with Ontario Hydro. Retention and Disposal: One year after last reference, then destroyed.

#### Family Law Act Information (including awards and cases)

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, award (court order), date of birth, date on pension and insurance plan, employee and payroll numbers, established commencement date, marital status, pension contribution/calculation data, pension service date, salary date, sex. Uses: Produce pension calculations regarding assignment from employee's pension contributions for purposes of income splitting as a result of divorce proceedings and any award by the court. Users: Compensation and Benefits Services staff, time reporting centre staff, employee, employee's legal counsel. Individuals in Bank: Present and past employees. Retention and Disposal: From 10 years plus current year then destroyed, to permanent.

#### Human Resources Demographic and Statistical Data

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, certification and/or licences, date of birth, education, employee number, employment equity information, employment history, job classification, marital status, payment history, sex, social insurance number, training information, wage and benefits information, work location. Uses: Monitor staff levels and activity for reporting purposes; produce cost compensation statistics; provide a basis for corporate level planning. Users: Corporate Human Resources administrative staff, organization analysis and job evaluation staff, corporate comptrollers, human resource specialists, internal auditors. Individuals in Bank: Past and present Ontario Hydro employees. Retention and Disposal: From one year then destroyed, to permanent.

#### Human Rights Case Files (Internal/External)

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, investigation and report, respondents, the complaint, title, witnesses, work location of complainants. Uses: Document an individual's complaint; investigate and resolve internal complaints. Users: Line managers, Human Rights manager, Human Rights investigators. Individuals in Bank: Individuals registering a complaint within Ontario Hydro, individuals about whom the complaint is made or individuals who are involved in a complaint. Retention and Disposal: Pending.

#### Internal Job Competitions

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Applications/Supporting documents for advertised internal vacancies, Applications/supporting documents for advertised internal vacancies, interview summaries and evaluations, job application history, selection notices, seniority listings,

surplus information. Uses: Facilitate and document the internal job selection and transfer process. Users: Human Resources Planning and Development administrative staff, line managers and supervisors, business unit human resources officers. Individuals in Bank: Applicants for internal job vacancies. Retention and Disposal: From one year to term of employment, then destroyed.

#### Medical Information for Contractor Staff

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, date of birth, medical examination and test results, sex, social insurance number. Uses: Assess the health of contractor staff for fitness for work at Ontario Hydro nuclear facilities. Users: Physicians, nurses, authorized Health and Safety Division staff. Individuals in Bank: Some contractor staff. Retention and Disposal: Seven years, then destroyed.

#### Occupational Health and Employee Medical Information

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, clinical assessments, commencement and termination dates, date of birth, employee and payroll numbers, epidemiological information, history and tests, medical and health data including medical diagnosis, medical examination, mother's maiden name and country of birth, occupation, occupational injury and disease information, physical fitness information, sex, social insurance number, work absence. Uses: Protect and improve the health of Ontario Hydro employees through monitoring, assessment and epidemiology studies. Users: Physicians, nurses, epidemiologist, authorized Health and Safety staff, external medical consultant. Individuals in Bank: Past and present Ontario Hydro employees. Retention and Disposal: Permanent.

#### Pension Administration System

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, address and direct deposit information for pensioners, appeals by pensioners, beneficiary information, correspondence with pensioners, date of birth, disability benefit information, employment history, health benefits information, membership history, pension history and pay data, social insurance number. Uses: Administer the corporate pension plan. Users: Pension plan administrators, Corporate Human Resources comptrollers staff, pension fund trustees, internal and external auditors, external actuaries. Individuals in Bank: Ontario Hydro pensioners, beneficiaries and vested pensioners. Retention and Disposal: Six years plus current after all obligations satisfied, then destroyed.

#### Personnel Files and Associated Records

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.

Information Maintained: Name, Workers' Compensation Board claims, address, base and pay rates, correspondence relating to human rights claims, course information, date of birth, discipline and recommendation letters, education, employee and payroll numbers, employee benefits information, employment equity information, employment history, employment interview assessments, job applications and offers, marital status, medical and security clearance data, merit recommendations, performance appraisals, routine medical information, sex, sick leave and vacation data, social insurance number. Uses: Record employee work history and performance; assess eligibility for promotions, transfers and courses; provide information for the pay system; administer agreements and negotiations with bargaining units; administer employee benefits plans. Users: Business unit human resources officers, staff in each personnel and/or time reporting office, line managers and supervisors, internal and external auditors, internal and external solicitors, accounting staff. Individuals in Bank: Past and present Ontario Hydro employees. Retention and Disposal: From termination of employee plus 13 months then destroyed, to permanent.

#### Physiological Profiles - Fitness Program File

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, age, physical fitness data, sex. Uses: Provide statistical analysis of success of fitness program. Users: Fitness specialist, program administrator, authorized Health Services staff. Individuals in Bank: Ontario Hydro employees volunteering for fitness program. Retention and Disposal: Permanent.

#### Resourcing and Deployment Information

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.p.18, s.63. Information Maintained: Name, ECD dates, employee number, home address, job titles, salary grades, surplus status, telephone number. Uses: Administering: the Student Awards Program, Career Transition/Development Workshop registrations, Temporary Redeployment Registry, monitoring outplacement contracts and Employment Equity statistical information. Users: Corporate HR, Executive Office. Individuals in Bank: Employees participating in Redeployment and Career Transition/Development Programs and external applicants to Student Awards/Recruiting Programs. Retention and Disposal: N/A.

#### Staff Planning and Assessment

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, date of birth, driver's licence information, education, employee development plans, employee number, employment history, job classification, location, performance evaluations, physical and cognitive testing results, surplus/recall status, training information. Uses: Identify candidates for future vacancies,



apprenticeships and training programs; assist in succession planning, staff reduction programs. Users: Senior management, line managers, human resources managers and officers, authorized business unit administrative staff, internal auditors. Individuals in Bank: Past and present Ontario Hydro employees. Retention and Disposal: From one year plus current then destroyed, to permanent.

#### Surplus Employee Information

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.

Information Maintained: Name, clearances requested, employee number, established commencement date, recall end date, surplus status, surplus termination date, vacancies applied to. Uses: Track surplus clearances granted by Resourcing and Deployment Department; fill temporary vacancies with surplus employees who have volunteered for temporary positions; ensure provisions of recall rights according to the Collective Agreement. Users: Resourcing and Deployment staff, business unit personnel offices. Individuals in Bank: Surplus employees, terminated employees with recall rights. Retention and Disposal: Pending.

#### Training and Development

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.

Information Maintained: Name, address, career renewal information, course information, course nomination, driver's licence number, driver's licence record and testing, education, educational assistance applications, employee number, financial assistance, position title, sex, supervisor's name and position title, test results, training attendance record, training certificates. Uses: Schedule, document and verify employee training, development and certification; produce statistics and reports on courses and training; career counselling; evaluate programs. Users: Training and development staff, line management, internal auditors, business unit human resources staff, regional safety staff. Individuals in Bank: Employees nominated for training courses. Retention and Disposal: From one year then destroyed, to permanent.

#### Transition Services Information

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.

Information Maintained: Name, address, attendance at job search workshops, education and employment history, employee number, job skills. Uses: Match candidates to internal/external jobs; notify potential candidates of external job matches; schedule job search and supplementary workshops; produce statistics; mail brochures. Users: Resourcing and Deployment Department staff. Individuals in Bank: VSP/SRP/Surplus employees who have requested workshops and/or job match services. Retention and Disposal: Pending.

#### Workers' Compensation Information

Location: Corporate Human Resources. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.

Information Maintained: Name, Workers' Compensation Board correspondence, claim number, date of birth, employee number, maintaining summaries for claims, notification of maintaining supplementary grant/sick leave, payroll number, record of absences, record of payment, social insurance number. Uses: Administer the Workers' Compensation plan. Users: Health and Safety staff, Workers' Compensation Board, Compensation and Benefits Services staff, internal auditors; select information released to Corporate Human Resources comptrollers staff. Individuals in Bank: Employees who have had an occupational accident which has been reported to the Workers' Compensation Board. Retention and Disposal: Permanent.

### **Corporate Communications**

Corporate Communications unit provides policy integration, corporate communications and communication and research services to Ontario Hydro and its business units.

General classes of records contain information provided to employees and the public on Ontario Hydro's policies, plans and activities. Also contain information designed to keep Ontario Hydro informed of, and sensitive to, concerns of the public. Manuals provide staff with guidelines, technical information and standards to assist them in providing advice to customers. Also provide staff with policies, goals, objectives and procedures for corporate relations. Common employee information banks are described under Corporate Human Resources.

#### **General Classes or Types of Records**

Advertising Records

Community Impact

Corporate Communications Plans and Programs

Corporate Communications Objectives, Strategy and Performance Records

Employee Publications

Enquiry Information

Generation, Transmission and Distribution Systems

Brochures and Publications

News Releases on Announcements and Significant Events

Public Attitude Research Studies

Public Consultation Programs Information

Social/Socio-Economic Impact Assessments

#### **Manuals**

Business Unit Management and Administration

## **Corporate Strategies and Sustainable Development**

Corporate Strategies and Sustainable Development unit provides strategic plans and corporate environment and sustainable development policies and programs to Ontario Hydro and its business units.

### **General Classes or Types of Records**

Corporate strategies  
Corporate sustainable development policies  
Corporate sustainable development programs  
Sustainable development strategies

## **Customer Services Group**

The activities of this group are outlined under the business units located below.

## **Aboriginal and Northern Affairs**

This business unit provides the corporation with a strategic focus and direction in its relations with aboriginal and northern peoples, ensuring that the corporation's actions reflect the interests of these communities. The business unit strives to foster an atmosphere within Ontario Hydro that allows for the effective participation of aboriginal peoples and residents of northern Ontario in Ontario Hydro decisions which may affect these communities.

General classes of records contain information on policy and program development, advice and guidance to all units of Ontario Hydro in matters concerning aboriginal and northern residents, grievance resolution, and relationship development with aboriginal organizations, First Nations, and provincial and federal government ministries and agencies. Also contain information to provide Ontario Hydro staff with cultural and sensitivity training on matters dealing with aboriginal and northern communities.

Common employee information banks are described under Corporate Human Resources.

### **General Classes or Types of Records**

Committees  
Contracts and Agreements  
Program Administration  
Relations with First Nations and Northern Communities  
Resource Materials

## **Electricity Exchange**

The Electricity Exchange business unit's primary responsibility is the integration of the generation and transmission resources available to the Ontario Bulk Electricity System to ensure that demand for electricity is met.

General classes of records contain information relating to the operation, maintenance, production and delivery of electricity through the Bulk Electricity System. Information related to Power Purchase Agreements between Ontario Hydro and other utilities/corporations, as well as Power Billing Statements are maintained.

Manuals provide staff with policies, directives, standards, operating guidelines, technical information to facilitate the operation, integration and maintenance of the Bulk Electricity System.

Common employee information banks are described under Corporate Human Resources.

### **General Classes or Types of Records**

Agreements, eg, Transfer Pricing Agreements, Short Term Power Agreements  
Billing Records, ie, Interconnected Systems Billings and Statements; Meter Readings and Adjustments  
Bulk Electricity System Records  
Change Documentation, ie, Design Change Requests  
Clarkson Relocation Project Records, ie, Design and Development Project Correspondence Files, ICFD Binders, Drawings and Flow Sheets  
Development Work Program Records  
Management Policies and Procedures  
Non-Utility Generation Records and NUG Contracts  
Operating and Production Records, ie, Production Guidelines, Production and System Supervisors' Daily Logs, System Control Orders, Meter Readings and Adjustments  
Power Purchases Records, ie, Sales Outside Ontario - Monthly Records  
Procurement Files  
Regulatory Bodies and Commissions Documentation, ie, FERC Reports, NEB Hearings, NEB Permit Information Manuals, Export of Electric Power and Energy under the NEB  
Reports, ie, Daily Loads, Automatic Generation Control, Hourly Production, Non Utility Generation, BES Monthly Performance, Incidents of Importance, Performance, Electrical Area Operating Centres Daily Reports  
Studies, ie, Frequency and Duration Studies

### **Manuals**

Clarkson Relocation Project Manuals, ie, Design Manuals, Technical Operating Manuals  
Corporate Financial Manuals  
Interconnections Transactions Manuals  
NEB Permit Information Manuals  
Operating Procedures and Manuals, ie, (SOPs) Standard Operating Procedures, DACS Operating and Maintenance Manuals



## Energy Services

As the marketing and sales organization for Ontario Hydro, Energy Services is responsible for managing the commercial relationship with our customers. Energy Services is committed to providing customers with the best possible value from their energy services. The key elements of Energy Services' mandate include emphasis on energy efficiency, customer service, customer retention and economic development.

General classes of records contain information on energy management programs, rate policies and structures, and information provided to employees and the public on Hydro's policies, plans and activities. Also contain information designed to keep Hydro informed of and sensitive to concerns of the public.

Advice and Service to Customers (municipal, direct, industrial and retail). Community Impact (agreements management, program and policy development, studies and surveys). Contracts, Agreements and Rights Acquired. Electricity Utilization Files, Reports and Surveys Marketing Records. Rate Policies, Principles and Rate Structures. Regulatory Records (regulatory functions assigned by statute, excluding electrical inspection).

Manuals provide staff with guidelines, technical information and standards to assist them in providing advice to customers and performing various regulatory functions assigned by statute.

Unique personal information banks contain information supporting financial incentive programs for Ontario Hydro's customers. Common employee information banks are described under Corporate Human Resources.

### General Classes or Types of Records

Advertising Records  
Advice and Service to Customers (municipal, direct, industrial and retail)  
Business Planning and Budget Records and Guidelines  
Customer Service and Billing Files  
Electricity Utilization Files, Reports and Surveys  
Enquiry Information  
Environmental Coordination Records  
Field Marketing and Energy Utilization Records  
Load Forecasting Files and Reports  
Marketing Records  
Non-Utility Generation Records  
Program Results Records  
Provision of Service to Customer Files  
Rate Policies, Principles and Rate Structures  
Rate and Service Classifications  
Transport, Work and Service Equipment Records (fleet)

### Manuals

Business Unit Management and Administration  
Customer Service (municipal, direct, industrial and retail)

### Personal Information Banks

#### Megawatt Tracking System

Location: Energy Services. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Customer names, addresses, application/audit number, building/plant address, employee names, equipment installed or modified, incentives paid, marketing information, telephone numbers. Uses: Prevent duplication of payments to customers; maintain a record of all energy conservation results; produce accounting records and management reports. Users: Financial Services staff and Energy Management staff. Individuals in Bank: Customers and Energy Services field advisors. Retention and Disposal: Three to seven years, depending on the length of the incentive program, then transferred to the Corporate Archives.

## Grid System

The Grid System business unit contributes to the corporate goal through the operation and maintenance of the transmission system. This responsibility includes integrating the operation of the Bulk Electricity System, as well as planning and implementing additions, major modifications, rehabilitations and terminations to the system and associated facilities.

General classes of records contain information relating to the commissioning, operation, maintenance, production and delivery of electricity through the Bulk Electricity System. Information relating to the design, engineering, procurement and construction of transmission systems and related facilities is maintained.

Manuals provide staff with policies, directives, standards, operation guidelines, technical information and quality engineering requirements to facilitate the operation, integration and maintenance of the Bulk Electricity System.

Common employee information banks are described under Corporate Human Resources.

### General Classes or Types of Records

Cobalt Contractual Information  
Commissioning Records  
Community Impact Studies and Correspondence  
Construction Deficiency Reports  
Construction Permits and Approved Drawings  
Construction Progress Photographs  
Contract Purchase Files (including tendering documents)  
Crossing Files (correspondence and prints)

Design Correspondence (transmission lines, transformer stations)  
Design Reports, Studies, Notes and Change Documentation  
Engineering Cost Reports, Evaluations and Consultants Records  
Environmental Assessments and Impact Studies  
Geotechnical Records and Reports  
Inspection, Maintenance and Reliability (transmission lines and stations)  
Maps, Drawings and Associated Registers  
Operating and Production Records (transmission lines and stations)  
Property Acquisition, Expropriation and Sales Records  
Regulatory Bodies and Commissions Documentation  
Route and Site Design  
Safety Reports  
Scheduling Documents (coordinating and control schedules)  
Specifications (technical, design, performance and standard)

### Manuals

Business Unit Management and Administration  
Construction Practices  
Design Standards, Specifications and Practices  
Design and Construction Requirements  
Fleet and Helicopters  
Procurement Procedures  
Project Planning and Scheduling System  
Quality Control Procedures  
Quality Engineering  
Reliability and Maintainability  
Transmission Policies, Procedures and Directives

### Personal Information Banks

#### New Horizons Program

Location: Grid System. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, availability date, date of last change in work category, previous experience, reassignment classification, salary grade, time spent in division/department/position, work category, work category preferences. Uses: Promote career development; meet divisional staffing requirements. Users: Human Resources Department staff, Grid System Management Committee, line managers, internal auditors. Individuals in Bank: Management and Professional staff in the Grid System. Retention and Disposal: Five years, then destroyed.

### Ontario Hydro Retail

This business unit delivers electricity to the retail customers of Ontario in a reliable, effective, efficient and environmentally sensitive manner so that the overall costs and benefits are shared fairly by all. The business unit provides customers with specialized services and delivers energy management programs that will permit them to make informed decisions about their electricity usage.

General classes of records contain information relating to the provision of electricity to customers.

Manuals provide staff with guidelines, technical information and standards to assist them in providing service to customers while performing electrical inspection.

Unique personal information banks contain information relating to individuals involved in customer relations, trades and technical training programs. The Customer Information and Billing System identifies individual customers and is used for billing and credit analysis regarding deposits. Common employee information banks are described under Corporate Human Resources.

### General Classes or Types of Records

Advice and Service to Retail Subtransmission Customers  
Communications (including radio, microwave and telephone)  
Contracts, Agreements and Rights Acquired or Granted to Others  
Customer Relations Training Records  
Customer Service and Billing Files  
Disbursements  
Electrical Inspection Reports and Files  
Engineering, Operating and Maintenance Records (distribution lines and stations)  
Field Marketing and Energy Utilization Records  
Forestry and Environmental Records  
Hardware, Tools and Equipment Files  
Operation and Maintenance Records (remote and northern communities)  
Power Contract Files  
Property Acquisition, Expropriation and Sales Records  
Provision of Service to Customers Files  
Rates and Service Classifications  
Regulatory Records (regulatory functions assigned by statute)  
Security Reports and Files  
Transport, Work and Service Equipment Records

### Manuals

Business Unit Management and Administration  
Electrical Inspection  
Fleet  
Retail Customer Service  
Trades and Operating Manuals for Retail System

### Personal Information Banks

#### Customer Information and Billing System

Location: Ontario Hydro Retail. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Customer name, address, billing history, deposits, driver's licence number, telephone number. Uses: Bill customers and assess credit regarding deposits; assess usage patterns for energy management programs. Users: Ontario Hydro Retail administrative staff, Energy



Management staff, internal and external auditors.

Individuals in Bank: Retail customers (residential, farm, general, small industrial and street lighting). Retention and

Disposal: Two years plus current to seven years after termination of contract, then destroyed.

#### Customer Relations Courses

Location: Ontario Hydro Retail. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, course completion dates, employee number, job classification, location, sex. Uses: Facilitate customer service training of Ontario Hydro and municipal utility staff. Users: Training staff, Customer Energy Services staff, Municipal Electrical Association, municipal utility staff, line managers and supervisors, internal auditors. Individuals in Bank: Ontario Hydro and municipal utility staff involved in customer service or customer contact function. Retention and Disposal: Not determined.

#### Customer Service Trades Training

Location: Ontario Hydro Retail. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, , course completion dates, course performance evaluations, employee number, job classification, location, sex. Uses: Facilitate customer service trades training in accordance with union contract regulations. Users: Training staff, customer service trades staff, retail service staff, line managers and supervisors, internal auditors. Individuals in Bank: Customer service trades staff. Retention and Disposal: Not determined.

#### Electrical Contractor Training

Location: Ontario Hydro Retail. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, training completion dates, work location (company). Uses: Facilitate training of electrical contractors. Users: Training staff, Ontario Electrical League, internal auditors. Individuals in Bank: Electrical contractors. Retention and Disposal: Not determined.

#### Journeyperson Powerline-Maintainer Register

Location: Ontario Hydro Retail. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, certificate number, journeyperson status documentation, location. Uses: Support classification of powerline maintainers within the line trade. Users: Ontario Hydro Retail administrative staff, Municipal Electric Association, internal auditors. Individuals in Bank: Current and former powerline maintainers. Retention and Disposal: Not determined.

#### Trades and Technical Training

Location: Ontario Hydro Retail. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, course training record, description of training, employee number, location, performance assessment. Uses: Facilitate trades and technical training.

Users: Municipal utility managers, Ontario Hydro Retail administrative staff, training staff, line managers and supervisors, internal auditors; select information is released to the Ministry of Colleges and Universities. Individuals in Bank: Trades and technical employees of Ontario Hydro, municipal utilities and associated organizations. Retention and Disposal: Twenty years plus current, then destroyed.

## Enterprises Group

The activities of this group are outlined under the business units located below.

### Ontario Hydro International Inc.

This business unit creates value for its customers, Ontario and the corporation by developing commercially viable vehicles to lever the assets, products and services of Ontario Hydro's core businesses to meet customer needs in the most globally responsible manner; capitalize on the capabilities of Ontario Hydro and its partners in the marketplace outside of Ontario; and to identify, promote and invest in environmentally sustainable and energy-efficient projects in our internal business.

General classes of records contain information on the sale of Ontario Hydro's products, services and technologies to external markets.

Unique personal information banks contain information relating to the identification of candidates for international assignments. Common employee information banks are described under Corporate Human Resources.

#### General Classes or Types of Records

Contracts, Agreements and Rights Acquired  
International Projects and Marketing Records  
Marketing Training Record

#### Personal Information Banks

##### International Projects Questionnaires and Resumes

Location: Ontario Hydro International Inc. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, areas of expertise, citizenship, education, employee number, employment history, international employment experience, languages spoken, position title, salary, years of service. Uses: Identify, select and place individuals qualified to participate in international projects. Users: Ontario Hydro International administrative staff, project administrators, senior business development engineers, internal and external auditors. Individuals in Bank: Active and retired Ontario Hydro employees, agency consultants. Retention and Disposal: Not determined.

## Ontario Hydro Technologies

Ontario Hydro Technologies (OHT) provides advanced knowledge and technology and helps transfer the capability to use them in the corporation and world-wide; provides technology input to both policy and decision making; provides research and development to support the technology base of the business units. OHT has the mandate to commercialize these technologies and other Ontario Hydro intellectual property on a world-wide basis; to form strategic alliances and joint ventures outside the Corporation; to develop recommendations on equity investments in technology.

General classes of records contain information about physical research, testing and development.

Common employee information banks are described under Corporate Human Resources.

### General Classes or Types of Records

Operations Research  
Research Contracts (government and non-government)  
Research Reports and Abstracts  
Research Special Projects  
Research Testing and Inspection Reports

### Personal Information Banks

#### Human Resources Capabilities Database

Location: Ontario Hydro Technologies. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63.

Information Maintained: Name, CFFT experience, CFFTP experience, address, education and job experience. Uses: Internal use to track people on attachment to Fusion Project, track project funding. Users: Department managers, department secretary and information co-ordinator.

Individuals in Bank: Engineers, scientists and students on attachment with the Canadian Fusion Project. Retention and Disposal: Indefinite (life of the project).

## General Counsel and Secretary

This business group is responsible for ensuring that Ontario Hydro meets its corporate responsibilities in the areas described below.

## Corporate Records and Freedom of Information Department

The Corporate Records and Freedom of Information Department is responsible for ensuring that Ontario Hydro manages its records to meet its business and legal requirements, and for ensuring corporate compliance with the Freedom of Information and Protection of Privacy legislation.

General classes of records contain information supporting the corporation's records management programs and its responsibilities under the Freedom of Information and Protection of Privacy legislation.

Manuals provide staff with policies, procedures and guidelines for managing the corporation's records and for responding to access requests under the Freedom of Information and Protection of Privacy Act.

Unique personal information banks contain information supporting Ontario Hydro's legal rights and contractual obligations. Common employee information banks are described under Corporate Human Resources.

### Common Records

Freedom of Information and Protection of Privacy Act  
Requests  
Ombudsman/Human Rights Commission

### General Classes or Types of Records

Freedom of Information and Protection of Privacy Act  
Requests

### Manuals

Corporate General Subject Index  
Corporate Manual on Records Management  
Freedom of Information Access Procedures and Guidelines  
The Guide to Protecting the Privacy of Employee Information

### Personal Information Banks

#### Executed Legal Documents

Location: Corporate Records and Freedom of Information Department. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name and address of employee/individual involved in legal transaction, Name and address of employee/individual involved in legal transaction, details of property transactions/personal contracts, personal financial information. Uses: Maintain a record of all executed property transactions and personal contracts involving Ontario Hydro. Users: Solicitors, Corporate Real Estate staff, Corporate Resource Protection staff, Ontario Hydro International Inc. staff, Lines staff, authorized business unit administrative staff, internal auditors. Individuals in Bank: Employees involved in personal contracts (e.g. foreign assignments, patents and royalties) with Ontario Hydro; individuals involved in property transactions (e.g., sales easements, purchases, leases and permits). Retention and Disposal: From one year after termination or cancellation to permanent.



## Executive Services

Executive Services is responsible for providing a variety of services to the Offices of the Chairman, President and CEO, the Board of Directors and its committees, as well as the Management and Consolidated Management Committees, including strategic security planning standards and guidelines.

General classes of records contain information relating to the general conduct, security of corporate facilities and the business of the corporation.

Common employee information banks are described under Corporate Human Resources.

### General Classes or Types of Records

Agenda, minutes, advice of decision and associated records related to the Board of Directors, its committees and the management committees

Executive Correspondence (Enquiries and responses)

Public Hearings and Government Committee transcripts, exhibits and associated records

Reports and associated records related to Hydro's

compliance with the French Language Services Act

Requests for contributions under the Corporate Citizenship program and associated responses and records

Security Studies, Investigations and Reports

### Manuals

Security Policies and Procedures

### Personal Information Banks

#### Intrack Security Related Incidents

Location: Executive Services. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information

Maintained: Names of investigators, police, employees, victims, suspects, location of incidents, description of incidents. Uses: Investigate reports of theft, assault,

harassment, vandalism and fraud. Users: Corporate Resource Protection security personnel and managers.

Individuals in Bank: Employees, victims, police or other law enforcement officers. Retention and Disposal: Five years, then destroyed.

#### Nuclear Employee Security Clearances

Location: Executive Services. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information

Maintained: Name, Name, address, address and employment of immediate relative, date of birth, education, employment

position, federal security classification, marital status, social insurance number. Uses: Obtain a security clearance from the Atomic Energy Control Board. Users: Atomic Energy

Control Board, Corporate Resource Protection administrative staff, Ontario Hydro Nuclear administrative staff, internal auditors. Individuals in Bank: Employees

requiring Atomic Energy Control Board security clearances. Retention and Disposal: Five years then destroyed.

#### Security Personnel

Location: Executive Services. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information

Maintained: Name, appointed date as special constable and as peace officer, employee number, work location. Uses:

Ensure proper training and appointments for Corporate Resource Protection security personnel. Users: Corporate

Resource Protection security personnel. Individuals in Bank: Present Corporate Resource Protection security personnel.

Retention and Disposal: Thirteen months after relocation or termination of security personnel, then destroyed.

## Law Division

Law Division is responsible for ensuring that Ontario Hydro's rights are identified and protected, that operations are conducted in compliance with legal requirements and that Ontario Hydro is provided with legal advice and services conducive to effective operation.

General classes of records contain legal information supporting the corporation's powers, rights and duties, and the conduct of its business and its relationship to others.

Common employee information banks are described under Corporate Human Resources.

### Common Records

Litigation Files

### General Classes or Types of Records

Arbitration Records

Bonds, Notes and Debentures Files (working papers)

Claims Correspondence

Labour Relations Files (working papers)

Litigation Files

Municipal Pension Files

Ontario Hydro Pension Files

Patent, Trademark and Copyright Files

Pension Plan and Investments

Property (working papers)

## Generation Business Group

The activities of this group are outlined under the business units located below.

### Fossil

The Fossil business unit contributes to the corporate goal by effectively maintaining and utilizing thermal generating facilities to produce and supply electricity.

General classes of records contain documentation relating to the production of electricity at thermal generating facilities and the distribution of electricity throughout the Grid System.

Manuals provide staff with policies, procedures and standards for operating and maintaining thermal generating facilities.

Unique personal information banks contain information used to facilitate staff planning, training and development in the Fossil business unit. Common employee information banks are described under Corporate Human Resources.

### **General Classes or Types of Records**

Boiler and Pressure Vessel Inspection and Certification  
Commissioning Records  
Computer Simulation  
Construction Permits and Approved Drawings  
Construction Progress Photographs  
Contract Purchase Files (including tendering documents)  
Crossing Files (correspondence and prints)  
Design Correspondence  
Design Reports, Studies, Notes and Change Documentation  
Drawings and Construction Photographs  
Engineering Cost Reports, Evaluations and Consultants Records  
Environmental Assessments and Impact Studies  
Environmental Monitoring Records  
Fuel Inventory, Analysis and Consumption Records  
In-Service and Commissioning Reports  
Inspection, Maintenance and Reliability  
Materials and Equipment Certification, Analysis, Examination and Testing  
Operating and Production Records

Plant Operating Logs  
Plant Performance Records  
Pressure Vessel Test Records  
Regulatory Bodies and Commissions Documentation  
Reliability and Maintainability Standards, Specifications and Reports  
Safety Systems Test Records and Reports  
Scheduling Documents (coordinating and control schedules)  
Significant Event Reports  
Specifications (technical, design, performance and standard)  
Structural and Stress Analysis  
Training Simulator and Test Results  
Weld Quality Control Records  
Work Protection Documents

### **Manuals**

Business Unit Management and Administration  
Commissioning  
Construction Practices

Design Standards, Specifications and Practices  
Design and Construction Requirements  
Generation Policies and Procedures  
Hazardous Materials  
Operating and Maintenance (equipment and facilities)  
Outage System Descriptive Manuals  
Plant and Station Instructions  
Procurement Procedures  
Quality Control Procedures  
Reliability  
Safety  
Standing Instructions  
Training

### **Personal Information Banks**

#### Training Information Management System (TIMS)

Location: Fossil. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, employee number, hire date, training record. Uses: Evaluate employees' performance and level of training; plan future training. Users: Training staff, internal auditors. Individuals in Bank: Fossil employees. Retention and Disposal: Permanent.

### **Hydroelectric**

The Hydroelectric business unit operates and maintains the hydroelectric generation facilities in support of the Ontario Hydro integrated power system.

General classes of records contain information relating to the provision of electricity to customers and the financial management, administration and control, strategic planning, engineering, development, procurement, commissioning, operation and maintenance, and materials management of Hydroelectric facilities.

Manuals provide staff with policies, directives, standards, operation guidelines, technical information and quality engineering requirements to operate and maintain the hydraulic generating systems.

Common employee information banks are described under Corporate Human Resources.

### **General Classes or Types of Records**

Accident Prevention Records  
Community Impact Studies and Correspondence  
Construction Permits and Approved Drawings  
Construction Progress Photographs  
Contract Purchase Files (including tendering documents)  
Design Correspondence (generating stations, heavy water plants, transmission lines, transformer stations, telecommunications, and rehabilitation projects)  
Design Reports, Studies, Notes and Change Documentation



Engineering Cost Reports, Evaluations and Consultants Records  
 Engineering, Construction, Operating and Maintenance Records  
 Equipment Technical Files and Drawings  
 Hydraulic Stations, Reservoirs and Control Structures Operational Procedures  
 Hydraulic Survey Data (including water elevations, flows and discharges)  
 Hydraulic Watershed Files and Reports (including aerial photographs, water levels, discharges, flows, river charts)  
 Inspection, Maintenance and Reliability  
 Maps, Drawings and Associated Registers  
 Operating and Production Records  
 Plant Performance Records  
 Reliability and Maintainability Standards, Specifications and Reports  
 Specifications (technical, design, performance and standard)  
 Structural and Stress Analysis

### Manuals

Management and Administration  
 Manuals Specific to Technical Information and Standards in Operating and Maintaining the Hydraulic Generating Systems  
 Trades and Operating Manuals for Hydraulic Generation

## Ontario Hydro Nuclear

The Nuclear business unit effectively utilizes nuclear generating facilities and other available resources to produce and supply electricity.

General classes of records contain documentation relating to the production of electricity at nuclear generating facilities and the distribution of electricity throughout the Bulk Electricity System.

Manuals provide staff with policies, procedures and standards for operating and maintaining nuclear generating facilities.

Unique personal information banks contain information used to facilitate staff planning, training and development in the Nuclear business unit. Common employee information banks are described under Corporate Human Resources.

### General Classes or Types of Records

Boiler and Pressure Vessel Inspection and Certification  
 Bulk Electricity System Data  
 Community Impact Studies and Correspondence  
 Computer Simulation Records for Reactor Operation and Nuclear Plant Performance  
 Construction Permits and Approved Drawings  
 Contract Purchase Files (including tendering documents)  
 Deficiency Reports

Design Reports, Studies, Notes and Change Reports  
 Design and Operation Correspondence  
 Drawings and Construction Photographs  
 Engineering Cost Reports, Evaluations and Consultants Records  
 Environmental Monitoring Records  
 Fuel Design Manufacturing Records  
 Fuel Inventory, Analysis and Consumption Records  
 Geotechnical Records and Reports  
 Health Physics Records  
 Heavy Water Inventory and Utilization Data  
 In-Service and Commissioning Reports  
 Information Reports  
 Inspection, Maintenance and Reliability  
 Investigative Reports  
 Licensing Documentation  
 Load Management Data  
 Maps, Drawings, Sketches and Associated Registers  
 Materials and Equipment Certification, Analysis, Examination and Testing  
 Nuclear Safety Analysis Records and Reports  
 Nuclear Verification, Qualification and Testing  
 Operating and Production Records  
 Peer Evaluation Records  
 Periodic Inspections  
 Plant Operating Logs  
 Plant Performance  
 Prescribed Substance Records (fuel and heavy water)  
 Pressure Vessel Test Records  
 Purchase Orders and Contracts  
 Quality Assurance Audits and Records  
 Radiation Dose Control Program Records  
 Radiation Safety Documentation  
 Radioactive Waste Records (transportation and storage)  
 Reactor Safety Analysis Data  
 Regulatory Bodies and Commissions Documentation  
 Reliability and Maintainability Standards, Specifications and Reports  
 Safety Systems Test Records and Reports  
 Scheduling Documents (coordinating and control schedules)  
 Significant Event Reports  
 Site Design Documentation  
 Specifications (technical, design, performance and standard)  
 Structural and Stress Analysis  
 Training Simulator Functional Specifications and Maintenance  
 Tritium Management Summaries  
 Waste Management (Inactive) Records  
 Weld Quality Control Records  
 Work Protection Documents

### Manuals

Administrative Procedures  
 Commissioning  
 Construction Practices  
 Design (nuclear stations)

Design Standards, Specifications and Practices  
Design and Construction Requirements  
Emergency Response Procedures/Manuals  
Generation Policies and Procedures  
Hazardous Materials  
Materials Management Procedures (at each site)  
Nuclear Construction Requirements  
Ontario Hydro Nuclear Management and Administration  
Operating and Maintenance (equipment and facilities)  
Outage System Descriptive Manuals  
Plant and Station Instructions  
Project Planning and Scheduling System  
Quality Assurance (nuclear)  
Quality Control Procedures  
Quality Engineering  
Radiation Protection Regulations  
Reliability  
Safety - Industrial Safety Reports and Nuclear Safety Report  
Standing Instructions  
Training

### Personal Information Banks

#### Nuclear Identification Report

Location: Ontario Hydro Nuclear. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, badge number, date of birth, employee number, employer, legal status, occupation, place of birth, social insurance number. Uses: Provides authorization for an individual to enter a nuclear facility. Users: Ontario Hydro Nuclear Security, Licensee, AECB. Individuals in Bank: Employees in Ontario Hydro Nuclear and other persons requiring authorization to enter the nuclear facility. Retention and Disposal: Until employee is no longer employed at Bruce Nuclear Power Development.

#### Publications and Journals Mailing List

Location: Ontario Hydro Nuclear. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Names, addresses. Uses: Mailing list for journals and other publications. Users: Information co-ordinator. Individuals in Bank: Engineers, scientists and students. Retention and Disposal: Indefinite.

#### Radiation Dose Information

Location: Ontario Hydro Nuclear. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, commencement and termination date, current exposure results, date of birth, dose information system number, employee number, radiation exposure dose history, record of sample activity, social insurance number, work location. Uses: Record, monitor and report occupational radiation dose exposure; provide statistics, epidemiological studies. Users: AECB, Health and Welfare Canada, health physicists and laboratory personnel, staff in OHN Health and Safety, internal auditors: select information release to employers of external contractor staff. Individuals

in Bank: Past and present Ontario Hydro employees and external contractor staff who have worked at nuclear facilities since 1986. Retention and Disposal: Permanent.

#### Relief Preference Program

Location: Ontario Hydro Nuclear. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Employee name, employee number, employee ECD, employee base position, employee relief preference(s) with Administration Section. Uses: Record employees relief preference(s) in order to establish relief schedule within Administration Section. Users: Administration Section Steering Committee (e.g. Supervisors, Power Workers' Union Chief Steward, Administration Section line management). Individuals in Bank: Administration Section employees within Power Workers' Union and Managerial Services job classifications. Retention and Disposal: Until employee is no longer employed within the Administration Section of Bruce A Nuclear Division.

#### Relief Program

Location: Ontario Hydro Nuclear. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Employee name, Employee name, employee number, employee ECD, employee base position, position(s) employee relieved in and duration of relief/training within Admin. Section only. Uses: Relief statistical purposes within the Administration Section. Users: Administration Section Steering Committee (e.g. Supervisors, Power Workers Union Chief Steward, Administration Section line management). Individuals in Bank: Administration Section employees within Power Workers' Union and Managerial Services job classifications. Retention and Disposal: Until employee is no longer employed within the Administration Section of Bruce A Nuclear Division.

#### Training Information Management System (TIMS)

Location: Ontario Hydro Nuclear. Legal Authority: Power Corporation Act, R.S.O. 1990, c.P.18, s.63. Information Maintained: Name, courses, date of birth, education, employee number, employment history, hire date, nuclear training records including performance data. Uses: Monitor nuclear training programs. Users: Training staff in Ontario Hydro Nuclear, internal auditors. Individuals in Bank: Employees in Ontario Hydro Nuclear. Retention and Disposal: Four years, then destroyed.

### Ontario Hydro Audit

Audit provides independent assurance to the Board of Directors, the Chief Executive Officer, the Chief Operating Officer and other managers regarding the system of internal control and the effectiveness, efficiency and economy of the management process for the various operations of Ontario Hydro. It also meets their needs for specific requirements.



General classes of records contain information resulting from audits of Ontario Hydro's operations.

Common employee information banks are described under Corporate Human Resources.

# ONTARIO INSTITUTE FOR STUDIES IN EDUCATION

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## Head

Chair of the Board  
Ontario Institute for Studies in Education  
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Toronto, Ontario  
M5S 1V6  
(416) 923-6641

## Access

Freedom of Information and Privacy Coordinator  
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(416) 923-6641



A public reading room for the review of manuals and other information is open during regular office hours at 252 Bloor Street West, Toronto.

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The Ontario Institute for Studies in Education (OISE) conducts studies of matters and problems relating to education, disseminates the results, assists in the implementation of the findings of educational studies and establishes and conducts courses leading to certificates of standing and graduate degrees in education, as required by the Ontario Institute for Studies in Education Act.

The Institute consists of seven academic departments, eight field centres, five internal research centres and a number of units serving the internal community (e.g., Human Resource Services), the public (e.g., OISE Press). Each division reports to one or both of two assistant directors. The assistant directors report to the director, who is responsible to a Board of Governors appointed by the Lieutenant-Governor of Ontario, upon the recommendation of the Minister of Education and Training.

## Office of Assistant Director (Academic)

This office is responsible for conduct of the instructional program, liaison with the University of Toronto and School of Graduate Studies, faculty appointments, and the effective operation of the OISE Psychoeducational Clinic, R.W.B. Jackson Library and the Computing Services Group.

## General Classes or Types of Records

Development and Delivery of Academic Programs  
Distance Education Technology and Programming

Faculty Matters and Academic Policy Issues  
Psychoeducational Clinic - Training and Service Functions  
R.W.B. Jackson Library Operations  
University of Toronto Liaison Records

## Personal Information Banks

Associate Members of the Graduate Department of Education, University of Toronto

Location: Office of Assistant Director (Academic). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Employment conditions, curriculum vitae, salary and instructional contracts. Uses: Apply for approval to teach in the Graduate Department of Education at the University of Toronto. Users: OISE Graduate Studies staff. Individuals in Bank: Past and present associated instructors. Retention and Disposal: Ten years after employee leaves, then destroyed.

## Clinic Clients

Location: Office of Assistant Director (Academic). Legal Authority: Ontario Institute for Studies in Education, R.S.O. 1990, c.O.22. Information Maintained: Name, address, telephone numbers of clients, their parents or guardians if appropriate, record of all telephone and office contacts, test protocols used, notes of counselling sessions, copies of all reports, signed information release forms. Uses: Maintain a record of clinical services; monitor process of assessment or counselling; provide basis for referral and follow-up services. Users: OISE supervising faculty. OISE students working directly with clients; other agencies and psychologists with signed release from client or guardian. Individuals in Bank: All clients. Retention and Disposal: Minimum of six years, then destroyed.

## Faculty - Current Employees

Location: Office of Assistant Director (Academic). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Employment conditions and salary, curriculum vitae, study leave, tenure and promotion. Uses: Provide statistical data; confirm individual's status. Users: Assistant Director (Academic) and immediate support staff. Individuals in Bank: Faculty. Retention and Disposal: Ten years after employee leaves, then destroyed.

## Rejected Applicants

Location: Office of Assistant Director (Academic). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Application for admission, curriculum vitae assessment, departmental recommendation, letter of rejection, reference letters, transcripts. Uses: Monitor application process; maintain a record of rejected applications. Users: OISE and University of Toronto Graduate Studies staff. Individuals in Bank: Rejected applicants. Retention and Disposal: Two years, then destroyed.



### Student Locator Files

**Location:** Office of Assistant Director (Academic). **Legal Authority:** Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. **Information Maintained:** Name, address, signed statement of responsibility, summary of academic and professional preparation, telephone numbers. **Uses:** Locate students for appointments with clients, consultations. **Users:** OISE clinic staff. **Individuals in Bank:** All students actively seeing clients. **Retention and Disposal:** One year, then destroyed.

### Student Records

**Location:** Office of Assistant Director (Academic). **Legal Authority:** Ontario Institute for Studies in Education, R.S.O. 1990, c.O.22. **Information Maintained:** Application for admission, admission letters, assessment, course selection and related program matters, curriculum vitae, ethical reviews, financial awards where applicable, reference letters, registration documents, result of oral examination where applicable and degree recommendations, thesis committee membership, transcripts. **Uses:** Monitor students' progress through degree programs. **Users:** OISE and University of Toronto Graduate Studies staff. **Individuals in Bank:** Currently and previously registered students. **Retention and Disposal:** Permanent.

### Tenure and Promotion Committees - Academic Departments

**Location:** Office of Assistant Director (Academic). **Legal Authority:** Ontario Institute for Studies in Education Act, R.S.O., 1990, c.O.22. **Information Maintained:** Name, committee recommendations, confidential minutes, correspondence, education, employment history, references, telephone number, the candidate's case. **Uses:** Recommend tenure and promotion of candidates. **Users:** Committee members, senior administrative staff, Faculty Review Committee. **Individuals in Bank:** Faculty candidates. **Retention and Disposal:** Ten years after employee leaves, then destroyed.

### Test Materials Users

**Location:** Office of Assistant Director (Academic). **Legal Authority:** Ontario Institute for Studies in Education Act, R.S.O., 1990, c.O.22. **Information Maintained:** Name, address, signed statement of responsibility, summary of academic and professional preparation, telephone number. **Uses:** Monitor tests used; protect test security and appropriate use. **Users:** Client staff. **Individuals in Bank:** All approved test users; students and psychologists authorized to use restricted testing materials from the clinic. **Retention and Disposal:** Two years, then destroyed.

## Office of the Assistant Director (Field Services and Research) (AD FS & R)

This office has overall responsibility for general administration of the internal research centres and the field

centres, administration of the annual Ministry of Education Transfer Grant, and for solicitation, vetting and administration of sponsored research contracts and grants.

### General Classes or Types of Records

External Funding Agencies  
Field Services and Research Standing Committee Minutes and Materials  
Funded Projects (grants and contracts)  
Project Proposals - Pending and Rejected  
Room Bookings - Contracts  
Transfer Grant Project Reports  
Transfer Grant Review Process  
Travel Grants

### Manuals

Guidelines on Preparation of Transfer Grant Proposals

### Personal Information Banks

#### Ethical Reviews

**Location:** Office of the Assistant Director (Field Services and Research) (AD FS & R). **Legal Authority:** Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. **Information Maintained:** Name, address, ethical approval certificates for projects involving human subjects, correspondence, draft letters of consent, ethical review protocols, research instruments, research project description, statements of ethical review committee members. **Uses:** Protect the rights of human subjects. **Users:** Senior administrative staff of the Office and the Institute. **Individuals in Bank:** Faculty and research officers (principal investigators). **Retention and Disposal:** Three years after completion of project, then destroyed.

#### Field Services and Research Standing Committee Members

**Location:** Office of the Assistant Director (Field Services and Research) (AD FS & R). **Legal Authority:** Ontario Institute for Studies in Education Act, 1965, R.S.O. 1990, c.O.22. **Information Maintained:** Name, constituency representation, department or home address, telephone number. **Uses:** Identify committee members. **Users:** Institute members. **Individuals in Bank:** Staff and students. **Retention and Disposal:** Permanent.

#### Search Committees - Field Division

**Location:** Office of the Assistant Director (Field Services and Research) (AD FS & R). **Legal Authority:** Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. **Information Maintained:** Name, address, confidential minutes, correspondence, education, employment history of candidates, telephone number. **Uses:** Select candidates for faculty positions. **Users:** Search committee members, senior administrative staff. **Individuals in Bank:** Academic candidates. **Retention and Disposal:** N/A.

### Summer Stipends

Location: Office of the Assistant Director (Field Services and Research) (AD FS & R). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, department, number and amount of stipends, project account. Uses: Arrange approval and payment of stipends. Users: Senior administrative staff, Board of Governors, Finance Office staff. Individuals in Bank: Faculty. Retention and Disposal: Three years, then destroyed.

### Tenure and Promotion Committees - Field Division

Location: Office of the Assistant Director (Field Services and Research) (AD FS & R). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, committee recommendations, confidential minutes, correspondence, education, employment history, references, telephone number, the candidate's case. Uses: Recommend tenure and promotion of candidates. Users: Committee members, senior administrative staff, Faculty Review Committee. Individuals in Bank: Faculty candidates. Retention and Disposal: Duration of appointment, then destroyed.

### Transfer Grant Review Committee - Nominations

Location: Office of the Assistant Director (Field Services and Research) (AD FS & R). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, academic or field status, address, education, employment history, name of nominating individual or unit, telephone number. Uses: Select members for Transfer Grant Review Committee. Users: Senior administrative staff, Nominations Subcommittee consisting of two researchers. Individuals in Bank: University faculty, Board of Education superintendents, Board of Education directors. Retention and Disposal: Five years, then destroyed.

## **Office of the Director - Ontario Institute for Studies In Education (OISE)**

Responsible for general administration of the Institute, the provision of secretariat support to the Board of Governors, the Institute Council and the Administrative Council, and for the operation of the Finance Division, Human Resources Services and OISE Press. The Human Resource Services Director is also responsible for the operations of the Physical Plant Office and general administrative services. The Chief Financial Officer is also responsible for the operations of the Guidance Centre, the Office of Employment Equity, the Office of the Coordinator of Special Needs and the Office of the Harassment Prevention Officer. As well, the office provides public communications functions and support for the OISE Alumni Association, the OISE Awards Committee, the planning and execution of special social

events, budget development, pensions and coordination of policy development.

### **Common Records**

Employment Equity Program  
Grievances and Applications  
Job Competitions and Applications  
Parking Records  
Workers' Compensation

### **General Classes or Types of Records**

Administrative and Academic Computing Policy  
Administrative Council  
Advisory Committee  
Affiliation, Negotiation and Agreement (with the University of Toronto)  
Agreements of Cooperation (Nanjing University and Kyusugu University)  
Alumni Association  
Art Collection  
Board of Governors' Meetings  
Budget Development  
Capital Equipment  
Correspondence with the University Community and Organizations  
Educational Association Correspondence and Agreements  
Employment Equity Committee - Information Regarding Meetings  
Employment Equity in the OISE Work Force  
Financial Records - Funds  
Government Relations  
Harassment Prevention Policy Information  
Implementation of the French Language Services Act (Bill 8) Documentation  
Institute Legal Counsel  
Institute Research Project History Indices  
Ontario Institute for Studies in Education Awards Committee  
Ontario Institute for Studies in Education - U of T Relations  
Pensions  
Planning and Priorities Committee and Subcommittees  
Policy Development  
Publication Board Minutes and Policy  
Special Needs Budget Information  
Special Needs Contacts with Universities and Service Providers  
Special Needs Students - Interview Notes  
Staff and Student Associations  
TVOntario  
Tenants - Leases and Correspondence

### **Manuals**

Budget Development Process Binder  
OISE Policy Book



## Personal Information Banks

### Alumni Membership Lists

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, address, date degrees conferred, degree(s) conferred by University of Toronto, telephone number. Uses: Maintain mailing lists; facilitate fund raising; maintain contact and communication with alumni. Users: Public Communications staff. Individuals in Bank: All institute graduates. Retention and Disposal: Until update provided by University of Toronto, then destroyed.

### Board of Governors

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, Order in Council re appointment, address, biographical notes, telephone number. Uses: Maintain a record of board membership; compile listing in OISE Bulletin; maintain mailing list. Users: Office of the Director's staff. Individuals in Bank: Current and past board members. Retention and Disposal: Duration of term, then transferred to archives.

### Grievances

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: None. Uses: Maintain accurate record of nature of grievances and outcomes. Users: Senior administrators, institute legal counsel. Individuals in Bank: Institute staff, students, associations and union locals. Retention and Disposal: Ten years after employee leaves, then destroyed.

### Harassment Complaint Information

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Case notes on information and formal harassment inquiries and complain. Uses: Investigate complaints. Users: Director, Legal Counsel (if required), Harassment Advisor. Individuals in Bank: Complainants and respondents. Retention and Disposal: Ten years after respondent leaves the institute, then destroyed.

### Housing Loan Guarantees

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Applications, correspondence and mortgages. Uses: Administer the program. Users: Management. Individuals in Bank: Employees applying for housing loan guarantees. Retention and Disposal: Withdrawn applications - two years, then destroyed;

approved applications - five years after discharge of mortgage, then destroyed.

### Job Competitions

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institution for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: None. Uses: Facilitate and document the job selection and transfer process. Users: Human Resources Department staff, line managers and supervisors, officers. Individuals in Bank: Applicants for job vacancies and transfers. Retention and Disposal: From one year to term of employment, then destroyed.

### OISE Awards Committee - Nominations

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, address, contributions to education (as perceived by nominator), degrees, present and past positions, recommendations of nominators. Uses: Select annual Distinguished Educators of the Ontario Institute for Studies in Education; select annual Jackson Lecturer, nominate candidates for honorary University of Toronto degrees. Users: Members of OISE Awards Committee. Individuals in Bank: Institute awards nominees. Retention and Disposal: Four years, then destroyed.

### Payroll

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, all payroll transactions, association dues, dependents, job classification, length of employment, life insurance and pension classifications, salary, voluntary deductions. Uses: Prepare payroll; issue cheques and statements. Users: Payroll staff. Individuals in Bank: All staff, student and casual employees of the institute. Retention and Disposal: Computer files - two years, then destroyed; paper files - six years, then destroyed.

### Pension Records System

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, Social Insurance Number, address, beneficiary information, correspondence, employment history, health benefits information, pension history and pay data. Uses: Administer the institute's pension plan. Users: Pension plan staff, administrators, Human Resources pension fund trustees, internal and external auditors. Individuals in Bank: Employees, pensioners, beneficiaries and vested pensioners. Retention and Disposal: Six years plus current after all obligations are satisfied, then destroyed.

### Performance Appraisal Files

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, evaluation of job performance. Uses: Assist with career counselling; provide data for human resource planning. Users: Director, Human Resource Services Dept. Individuals in Bank: General support, professional and research staff. Retention and Disposal: Ten years after employee leaves, then destroyed.

### Personnel Files

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: None. Uses: Record employee work history and payment/benefit transactions. Users: Staff in Human Resource Services Dept. Individuals in Bank: All regular OISE employees. Retention and Disposal: Employees receiving pension - Ten years after leaving and until completion of pension payments, then destroyed; other employees - ten years after leaving, then destroyed.

### Services for Students With a Disability

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, OISE department, address, correspondence with student and correspondence about the student, documentation of disability, notes on accommodation needs, telephone number. Uses: Provide facilities and services to students. Users: Coordinator of Services for Students With a Disability. Individuals in Bank: Students who contact the service. Retention and Disposal: Retained while student is enrolled, then destroyed.

### Temporary Employment Pool Files

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, Social Insurance Number, address, age, employment history, rate of pay. Uses: Fill temporary staffing needs in accordance with policies and collective agreements. Users: Staff in Human Resource Services Dept. Individuals in Bank: Temporary employees. Retention and Disposal: One year, then destroyed.

### Training and Development Records

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: Name, courses attended, department, future training needs and desires, results attained. Uses: Develop training strategies for the institute and individuals; maintain information on career paths and skills inventories. Users: Training coordinator and supervisors. Individuals in Bank: All regular OISE

employees. Retention and Disposal: Six years after employee leaves, then destroyed.

### Workers' Compensation Information

Location: Office of the Director - Ontario Institute for Studies In Education (OISE). Legal Authority: Ontario Institute for Studies in Education Act, R.S.O. 1990, c.O.22. Information Maintained: None. Uses: Administer the Workers' Compensation Plan. Users: Human Resources Services staff, Workers' Compensation Board, internal auditors. Individuals in Bank: Employees who have had an occupational accident that has been reported to the Workers' Compensation Board. Retention and Disposal: Permanent.



# ONTARIO LOTTERY CORPORATION

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## Head

President  
Ontario Lottery Corporation  
70 Foster Drive  
Suite 800  
Sault Ste. Marie, Ontario  
P6A 6V2  
(705) 946-6766

## Access

Supervisor, Govt Liaison  
Ontario Lottery Corporation  
70 Foster Drive  
Suite 800  
Sault Ste. Marie, Ontario  
P6A 6V2  
(705) 946-6787



Please call the above listed number to arrange for on-site access.

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The Ontario Lottery Corporation (OLC) is a Crown corporation established in February 1975 by Bill 191, An Act to Incorporate the Ontario Lottery Corporation. As an independent Crown agency, the Corporation's mandate is to develop and operate provincial government lotteries to raise proceeds for the benefit of the people of Ontario.

Responsible to the Minister of Economic Development, Trade and Tourism, the Corporation is organized into six divisions. Each division reports, through the President's Office, to a Board of Directors, whose nine members are appointed from the private sector. Internal Audit reports directly to the Board.

Customers with lottery related questions may call 1-800-387-0098.

## Corporate Communications Division

The division is responsible for providing professional communication services to the Corporation.

### Common Records

Board of Governors Membership  
Career Planning/Training  
Freedom of Information and Protection of Privacy Act Requests  
Library Users Lists  
Performance Management

## General Classes or Types of Records

Communications Programming  
Consumer Affairs  
Display Program  
Draw Show Production  
French Language Services  
Games and Draw Results  
Government Liaison  
Graphic Design  
Library  
Media Relations  
Non-advertising Publications  
Photo File  
Speakers' Bureau  
Visual Identification Program  
Winner Relations

## Manuals

Player's Guides (for all games)  
Who's Who (in the Corporation)  
Winner's Handbook

## Personal Information Banks

### Consumer Inquiries

Location: Corporate Communications Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, address, correspondence and replies. Uses: Supply reference for further contact; identify possible trends. Users: Division administrative staff. Individuals in Bank: Individuals corresponding with the corporation. Retention and Disposal: 2 years, then destroyed.

### Major Prize Winners

Location: Corporate Communications Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, address, draw date, game name, photograph, prize amount, ticket number, interviews. Uses: Inform the public, and retailers of lottery winners; maintain a record of all major prize winners. Users: Division administrative staff. Individuals in Bank: Major prize winners. Retention and Disposal: Permanently.

## Finance and Administration Division

The division is responsible for providing acquisitions, financial, security, office administration, corporate planning and legal services to the Corporation.

### Common Records

Career Planning/Training  
Identity/Employee Card  
Litigation Files  
Parking Records

Performance Management  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Accounts Payable  
Accounts Receivable  
Asset Management  
Banking and Treasury  
Budget Administration and Control  
Contingency Planning  
Contract Administration  
Draws Auditing  
Facilities and Property Management  
Financial Statements and Annual Reports  
Financial Systems and Controls  
Forensic Laboratory Reports  
Forms Management  
Investigations  
Legal Services  
Mail and Messenger Service  
Operational Accounting  
Physical, Property and Personnel Protection and Security  
Prize Office and Prize Winners  
Purchasing  
Records Management  
Requests for Proposal, Quote or Information  
Strategic Planning  
Subscription Services  
Telephone and Voice Mail Service

### Manuals

Corporate Policy Manual

### Personal Information Banks

#### Claimants/Consumers - Special Cases

Location: Finance and Administration Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, address, correspondence, group contacts, ticket number and game, written records of conversations. Uses: Documentation backup and reference for possible investigation. Users: Division administrative staff. Individuals in Bank: Consumers and claimants. Retention and Disposal: 6 years after last administrative action, then destroyed.

#### Investigation Reports

Location: Finance and Administration Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, address, date of birth, investigation and occurrence reports, statements, exhibit reports, and in some instances, copies of court documents and court briefs. Uses: Detect, investigate and prosecute offenses under the laws of Ontario

and Canada. Users: President, Vice President(s), Division administrative staff. Individuals in Bank: Individuals involved in investigations under the Criminal Code, federal and provincial statutes. Retention and Disposal: 6 years after last administrative action, then destroyed.

#### Prize Winners and Prize Claims Information

Location: Finance and Administration Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, address. Uses: Reference, documentation; maintain audit trail. Users: Division administrative staff. Individuals in Bank: Prize claimants, winners. Retention and Disposal: Major prize winner information permanent; other information destroyed after 6 years.

#### Retailer Commissions Paid

Location: Finance and Administration Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, number, store name, commission amount, cheque number, draw date and number, number of jackpot and second prize winners. Uses: Pay retailer commissions for the sale of winning tickets. Users: Division administrative staff. Individuals in Bank: Retailers. Retention and Disposal: 6 years, then destroyed.

#### Vendor Screening

Location: Finance and Administration Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, Name, address, company, service performed, signed consent form, research and investigation reports. Uses: Ensure vendors who work on the premises do not have a criminal record. Users: Division administrative staff. Individuals in Bank: Vendors of services. Retention and Disposal: 1 year, then destroyed.

## Human Resources Division

The division is responsible for providing training and development, compensation and benefits, job evaluation, recruitment and selection, and employee programs to the corporation. The division is also responsible for implementing government legislation related to Human Resources, in the Corporation (employment equity, etc.)

### Common Records

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Job Competitions and Applications



Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Performance Management  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Compensation and Benefits  
Employee Programs  
Organizational Structure  
Position Classifications and Descriptions  
Recruitment  
Training and Development

### Manuals

Human Resources Policies, Practices and Procedures

### Personal Information Banks

#### Employee Screening

Location: Human Resources Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, address, signed consent form, screening results. Uses: Ensure that employees do not have a criminal record. Users: Division administrative staff. Individuals in Bank: Employees. Retention and Disposal: Termination of employment, then destroyed.

## Information Systems and Technology Division

The division is responsible for all computer activities including on-line games, business systems, and desktop computing.

### Common Records

Identity/Employee Card  
Performance Management

### General Classes or Types of Records

Business Systems Development and Programming  
Computer Hardware and Software Management  
Computer Operations  
Database Administration  
Emerging Technologies  
Gaming Systems  
Multimedia Design and Development  
Network Architecture Planning  
Retailer Hotline  
Systems Documentation  
Systems Integrity, Quality Control and Quality Assurance  
Telecommunications Networking  
Terminal Networking  
Voice Systems Networking

### Personal Information Banks

#### Hotline Retailer Call Logs

Location: Information Systems and Technology Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Name, store, retailer number, problem or information request and resolution. Uses: Verify and monitor retailer telephone inquiries. Users: Division administrative staff. Individuals in Bank: Authorised retailers. Retention and Disposal: 6 years, then destroyed.

### Internal Audit

The department functions independently under policies and procedures established by the Board of Directors. The department is responsible for providing an independent review and appraisal of all corporate operations and activities and advising OLC's board and management on the effectiveness, efficiency and economy of the Corporation's practices and controls.

### General Classes or Types of Records

Audit Studies and Reports

## Marketing Division

The division is responsible for co-ordinating all aspects of each lottery game and meeting sales and profit targets as established in annual plans. The division conducts market research and uses this information to develop new games and game modifications. The division also develops and directs advertising, promotions, and bonuses to draw attention to new and existing lottery products.

### General Classes or Types of Records

Advertising  
Community and Corporate Events  
Market Research  
Marketing Plans  
Merchandising  
New Product Development  
Point of Sale Materials  
Promotions

### Personal Information Banks

#### Marketing Promotions

Location: Marketing Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Promotion winner's name, address, contact summary, promotion prize delivery information. Uses: Audit trail of company-sponsored contests and promotions. Users: Division administrative staff. Individuals in Bank:

Promotion prize winners. Retention and Disposal: 6 years, then destroyed.

## Office of the President

The Office of the President is responsible for developing, undertaking, conducting and managing lottery schemes in a secure and efficient manner on behalf of the Government of Ontario. As the Chief Executive Officer, the President is responsible and accountable for achieving annual revenue and profit objectives of the corporation, and maximizing lottery sales and profits within the Province of Ontario.

### Common Records

Identity/Employee Card

### General Classes or Types of Records

Board of Directors Guidelines and Minutes

Premier and Ministry Liaison

Presidential Directives

Register of Directors

## Sales and Distribution Division

This division is responsible for the sale and distribution of lottery tickets and other supplies to authorised retailers.

### General Classes or Types of Records

New Business Development

Product Inventory Management

Retail Analysis and Development

Retail Merchandising and Promotions

Retailer Contracts

Retailer Supply System

Retailer Training and Development

Sales Analysis

Sales and Telesales

### Manuals

Game Rules

On-Line Operations Guide

Regional Procedures

Retailer Procedures

### Personal Information Banks

#### Sales Retailer Promotions

Location: Sales and Distribution Division. Legal Authority: Ontario Lottery Corporation Act, R.S.O. 1990, c.O.25, s.7; R.R.O. 1990, Reg. 885. Information Maintained: Promotion winner's name, address, store and retailer number, winner contact list, and delivery information. Uses: Audit trail of sales retailer contests and promotions. Users: Division administrative staff. Individuals in Bank: Authorised retailers who have won contests or promotions. Retention and Disposal: 6 years, then destroyed.



# ONTARIO MUNICIPAL EMPLOYEES RETIREMENT SYSTEM

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## Head

President  
Ontario Municipal Employees Retirement System  
Suite 1000, One University Avenue  
Toronto, Ontario  
M5J 2P1  
(416) 369-2400

## Access

Freedom of Information and Privacy Coordinator  
Ontario Municipal Employees Retirement Board  
One University Avenue, Suite 1000  
Toronto, Ontario  
M5J 2P1  
(416) 369-2400



A public reading room for the review of manuals and other information is open during regular office hours on the ninth floor at One University Avenue, Toronto.

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The ministry is responsible for legislation governing the Ontario Municipal Employees Retirement System (OMERS), a pension plan for municipal employees and employers that provides standardized pension benefits to members. Both the administration of the pension plan and the investment of the pension assets are carried out under the direction of the OMERS Board of Directors. The board also manages the pension plans of the Colleges of Applied Arts and Technology and Ryerson Polytechnic University. At a date, still to be determined, in 1966 the Management of Colleges of Applied Arts and Technology's plan will be transferred to an independent body.

The business and affairs of OMERS are directed and controlled by a board appointed by the Lieutenant Governor in Council. The OMERS board is made up of six municipal employee members, three municipal management employee members, one retired plan member, two elected or appointed municipal officials and one official of the Province of Ontario. The staff of OMERS is organized into four divisions: executive, finance and administration division, investment division and pension division.

## Administration Division

This consists of four branches: planning, financial services, information services and administrative services. The division is responsible for accounting operations. It

provides financial information to OMERS' activities, its investments and funds; ensures compliance with relevant statutory, legal and contractual obligations; and provides computer facilities including both hardware and software. It coordinates the budget process, purchasing, procedural documentation and records management. The library operates in the division.

## Manuals

Automated Systems Reference Manual  
Detailed Investment Clerk Procedures  
Investment Accounting - Electronic Cash Transfer  
Investment Accounting - Financial Control Systems  
Investment Accounting - Mortgage Administration  
Procedure Manual  
Investment Accounting Policy Manual  
Investment Accounting Procedure Manual

## Personal Information Banks

### Payroll Files

Location: Administration Division. Legal Authority: Ontario Municipal Employees Retirement System Act, R.S.O. 1990, c.O.29. Information Maintained: Employee name, address, telephone number, yearly earnings and deductions. Uses: Determine correct pay and deductions for employees and issue cheques accordingly. Users: Payroll and senior accounting staff, auditors. Individuals in Bank: Employees of OMERS. Retention and Disposal: Seven years, then destroyed.

## Board and Executive

The board controls and directs the business and affairs of OMERS and provides direction to the chair and president and CEO. Human Resources Branch reports to the president and CEO. The function of the executive is to manage the system in conformance with direction from the board and the enabling and regulatory legislation.

## Human Resources Branch

This branch develops and administers salary administration, health and safety in the workplace, pay equity, recruitment, job evaluation, records management and employee benefits.

## General Classes or Types of Records

Compensation Survey and Reports  
Employee Benefits Program  
Health and Safety Program  
Job Ratings and Job Descriptions  
Salary Administration Plans  
Salary Schedules

## Manuals

Internal Human Resources Procedures  
Staff Handbook

### Personal Information Banks

#### Employment Applications

Location: Human Resources Branch. Legal Authority: Ontario Municipal Employees Retirement System Act, R.S.O. 1990, c.O.29. Information Maintained: Name, address, letters of application, resumes, application forms.

Uses: Identify potential candidates for vacancies. Users: Personnel staff, department/branch managers. Individuals in Bank: Applicants for vacant positions. Retention and Disposal: One to two years, then destroyed.

#### Personnel Files

Location: Human Resources Branch. Legal Authority: Ontario Municipal Employees Retirement System Act, R.S.O. 1990, c.O.29. Information Maintained: Employee name, address, employment history, references and evaluations, salary, telephone number. Uses: Maintain necessary information for hirings, terminations, promotions; administer personnel functions of OMERS. Users: Personnel managers. Individuals in Bank: Employees of OMERS. Retention and Disposal: Not determined.

Plan Administration - Ryerson

### Manuals

Departmental Procedures

Instruction Manual for Employers

### Personal Information Banks

#### Pension Administration System

Location: Pension Division. Legal Authority: Ontario Municipal Employees Retirement System Act, R.S.O. 1990, c.O.29. Information Maintained: Name, address and direct deposit information for pensioners, appeals by pensioners, beneficiary information, correspondence with pensioners, date of birth, disability benefits, membership history, pension history, social insurance number. Uses: Administer the pension plan. Users: Pension Plan administrators, Pension Division staff, and auditors. Individuals in Bank: Employers, employees and pensioners enrolled in the OMERS Pension Plan, the pension plans of the Colleges of Applied Arts and Technology and the pension plan of Ryerson Polytechnic University. Retention and Disposal: Not determined.

## Investment Division

The division invests funds in accordance with the Pension Benefits Act and investment policies established for OMERS.

### General Classes or Types of Records

Asset Mix  
Investment Portfolio Records  
Performance Measurement  
Stewardship R-Term Loans  
Subsidiary Companies

### Manuals

Investment Policy Manual  
Portfolio Procedures

## Pension Division

The Pension Division consists of two branches: the Pension Administration Branch and the Policy and Communications Branch. The division is responsible for the development of policies and the administration of the OMERS pension plan, the pension plan of the Colleges of Applied Arts and Technology (CAAT) and the pension plan of Ryerson Polytechnic University in accordance with provincial and federal legislation. It maintains membership and pension records and provides for the payment of benefits on retirement, termination, disability or death.

### General Classes or Types of Records

Plan Administration - Community Colleges  
Plan Administration - OMERS



# ONTARIO NORTHLAND TRANSPORTATION COMMISSION

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## Head

Chair  
Ontario Northland Transportation Commission  
555 Oak Street East  
North Bay, Ontario  
P1B 8L3  
(705) 472-4500

## Access

Freedom of Information and Privacy Coordinator  
Ontario Northland Transportation Commission  
555 Oak Street East  
North Bay, Ontario  
P1B 8L3  
(705) 472-4500

A public reading room for the review of manuals and other information is open during regular office hours on the main floor of 555 Oak Street East, North Bay.

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The Ontario Northland Transportation Commission (ONTC), a Crown agency in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide telecommunication services through transportation and telecommunications, rail, bus, air, ferry, marine transportation for both passengers and freight; and telephone, radio and television telecommunications linking northern communities to one another and to the rest of Ontario and Canada.

Land transportation services consist of rail and bus transport. Rail passenger services include the Polar Bear Express between Cochrane and Moosonee, the Northlander between North Bay and Cochrane with connector bus service to Timmins and Hearst, and a mixed passenger-freight train between Cochrane and Moosonee.

Bus services are regularly scheduled between Toronto, North Bay, Sudbury, Timmins, Hearst and other locations throughout northern Ontario. Bus charter and tour services are also an active part of this operation.

Rail freight services are provided between North Bay and other points in northern Ontario ranging from Hearst, Moosonee, Cochrane, North Bay and points between.

The commission operates the provincially owned airline, norOntair, which serves 17 communities in northern Ontario and acts as a feeder line for Air Ontario and other connector carriers in northeast and northwest Ontario. norOntair participates in an international reservation network system.

The M.S. Chi-Cheemaun, a passenger, car and truck ferry, is operated by The Owen Sound Transportation Company Limited, a wholly-owned subsidiary of Ontario Northland Transportation Commission, between Tobermory on the Bruce Peninsula and South Baymouth on Manitoulin Island from May through October. The Marine Services Department of the ONTC operates and manages a freight and passenger barge between Moosonee and Moose Factory on James Bay from Spring until Fall.

The ONTC provides the following telecommunications services in northeastern Ontario, including long-distance telephone service, private-line voice and data, Datapac, telenet, radio and television transmission, mobile radio, data communication equipment sales and lease, and local exchange telephone service. Through the Telecommunications Division, the ONTC is also the IBM-authorized agent for northeastern Ontario.

## Administration

Human Resources Branch and Finance Branch provide certain centralized administrative services to the commission. Human Resources Branch provides contractual services, benefits administration and policy implementation with respect to employees. Finance Branch, through the accounting department, provides payroll services to employees. The operational divisions are responsible for employee planning, development, training and performance. Employee data are retained in the operational divisions.

## Common Records

Workers' Compensation

## Personal Information Banks

Employee Accident Information - Personal Injuries  
Location: Administration. Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32. Information Maintained: Names of persons involved, accident description, causes, location. Uses: Record and monitor ONTC vehicle and occupational accidents; produce accident statistics. Users: Authorized safety and health staff. Individuals in Bank: Employees involved in vehicle and occupational accidents. Retention and Disposal: Seven years after termination, then destroyed.

## Employee Benefits/Pension Information

Location: Administration. Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990,

c.O.32. Information Maintained: Name, address, employee benefits including disability, employee pension number, insurance, pension and fringe benefits, sick leave. Uses: Administer employee benefit and pension plans. Users: Human Resources and Accounting staff. Individuals in Bank: ONTC employees. Retention and Disposal: Seven years after termination, then destroyed.

#### Employee Medical Information

Location: Administration. Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32. Information Maintained: Name, social insurance number, accident reports and claims, address, date of birth, health records, medical and health data, medical information, occupation, sex. Uses: Monitor and assess the health of ONTC employees. Users: Occupational Health supervisor, authorized Human Resources staff. Individuals in Bank: ONTC employees. Retention and Disposal: Seven years after termination, then destroyed.

#### Employment Disputes

Location: Administration. Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1980, c.351. Information Maintained: Name, social insurance number, sex, date of birth, occupation, grievance forms, related correspondence, job performance information, investigation hearing notice, statement of settlement or withdrawal, arbitration award. Uses: Resolve and document employment disputes. Users: Senior management, authorized staff. Individuals in Bank: Employees involved in employment disputes. Retention and Disposal: Seven years after termination, then destroyed.

#### External Applications for Employment

Location: Administration. Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32. Information Maintained: Name, address and work history. Uses: Screen and select external applicants for employment. Users: Director of Human Resources, Manager of Personnel, line managers, supervisors in operational divisions. Individuals in Bank: External applicants seeking employment with ONTC. Retention and Disposal: Ninety days from date of application, then destroyed.

#### Salary Administration

Location: Administration. Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32. Information Maintained: Name, date of entry into service, number, payroll number, record of absences. Uses: Administer salaries; timekeeping. Users: Director of Human Resources, Director of Finance, related administrative staff. Individuals in Bank: ONTC employees. Retention and Disposal: Seven years after termination, then destroyed.

#### Staff Assessment

Location: Administration. Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32. Information Maintained: Name, number, location,

job classification, education, employment history, performance appraisals, physical, cognitive assessment test results. Uses: Identify candidates for future vacancies, training programs and apprenticeships. Users: Senior management, line managers. Individuals in Bank: ONTC employees. Retention and Disposal: Three years, then destroyed.

#### Training and Development

Location: Administration. Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32. Information Maintained: Name, number, position, title, supervisor's name and position title, training certificates, driver's licence number, educational assistance applications. Uses: Schedule, verify and document employee training and certification. Users: Senior management, line managers. Individuals in Bank: ONTC employees. Retention and Disposal: Three years, then destroyed.

#### Workers' Compensation Information

Location: Administration. Legal Authority: Ontario Northland Transportation Commission Act, R.S.O. 1990, c.O.32. Information Maintained: Name, claim number, date of birth, employee number, record of absences, record of payment, Workers' Compensation Board correspondence. Uses: Administer the Workers' Compensation Plan. Users: Director of Human Resources, supervisors in operational divisions. Individuals in Bank: Employees receiving compensation under the Workers' Compensation Act. Retention and Disposal: Seven years after termination, then destroyed.

### **Commission and Executive**

The commission, appointed by the Lieutenant-Governor-in-Council, controls and directs the operations and affairs of Ontario Northland and provides policy direction to the President. The function of the executive, which reports to the President, is to provide senior management in conformance with the directives of the President and the commission.

#### **General Classes or Types of Records**

Air (Norontair flight schedules)  
 Bus - Ontario Northland Bus Schedules  
 Bus - Ontario Northland Charters  
 Contracts, Agreements and Rights Acquired  
 Customer Relations and Marketing Training Records  
 Marine - Chi-Cheemaun Ferry Schedules  
 Marketing Records (files, reports, surveys)  
 Rail - Interlining Rail Schedules (CN)  
 Rail - Ontario Northland Railway Excursion Schedules  
 Rail - Ontario Northland Railway Train Schedules  
 Rate Structures and Tariffs

#### **Manuals**

Policies and Procedures



## Passenger Services Division

Air, bus, marine and rail passenger services are provided by the commission throughout northern Ontario. This division coordinates, monitors and ensures modern, efficient passenger services.

### General Classes or Types of Records

Air (Norontair flight schedules)  
 Bus - Ontario Northland Bus Schedules  
 Bus - Ontario Northland Charters  
 Contracts, Agreements and Rights Acquired  
 Customer Relations and Marketing Training Records  
 Marine - Chi-Cheemaun Ferry Schedules  
 Marine - Chief Commanda II Charters  
 Marine - Chief Commanda II Schedules  
 Marketing Records (files, reports, surveys)  
 Rail - Interlining Rail Schedules (CN)  
 Rail - Ontario Northland Railway Excursion Schedules  
 Rail - Ontario Northland Railway Train Schedules  
 Rate Structures and Tariffs

## Rail Services Division

The Ontario Northland Railway provides rail freight and some highway freight services as well as passenger services from North Bay to Moosonee, with branch lines to Hearst, Timmins and Rouyn/Noranda, Quebec. In addition, spur lines service the mining and logging industries in northern Ontario.

### General Classes or Types of Records

Accidents (occurrences, prevention and safety)  
 Bridges  
 Buildings - Stations  
 Cars (general, freight, passenger, work)  
 Construction  
 Contracts, Agreements and Rights Acquired  
 Customer Relations Records  
 Intermodal Equipment  
 Locomotives  
 Marketing Records (files, reports, surveys)  
 Materials and Supplies  
 Property (land with and without structures)  
 Rate Structures and Tariffs  
 Right-of-Way (crossings, signals and signs)  
 Rolling Stock and Vehicles  
 Statements, Reports, Statistics  
 Track (rail, spurs and sidings, ties)  
 Traffic (associations, baggage, commodities, freight)  
 Train Operation (general, freight and passenger)

### Manuals

Association of American Railroads Manuals  
 Handbook of Railway Operating, Engineering and Traffic Regulations  
 Marketing and Administrative Manuals

Operating Timetables

Technical Procedural Manuals

## Telecommunications Services Division

The Telecommunications Services Division provides telecommunication services in northern Ontario, including: long-distance telephone services, private-line voice and data, Datapac, telenet, radio and television transmission, mobile radio, data communication equipment sales and lease and local exchange telephone Service. Through the division, the Commission is also the IBM authorized agent for northeastern Ontario.

### General Classes or Types of Records

Agreements and Contracts  
 Cable Services  
 Computer Matters (applications systems)  
 Customer Relations Records  
 Facilities (construction, installation, maintenance and operation)  
 Marketing Records (files, reports, surveys)  
 Radio - Microwave Facilities  
 Radio - Mobile and Cellular  
 Satellite Service  
 Tariffs and Rates - General  
 Telephone Directories  
 Telephone Service  
 Television Service

### Manuals

Technical Procedural Manuals  
 Telephone Operating Practices and Procedures

# **ONTARIO TRAINING AND ADJUSTMENT BOARD (OTAB)**

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## **Head**

Chief Executive Officer  
Ontario Training and Adjustment Board  
175 Bloor Street East, Suite 903 South Tower,  
Toronto, Ontario  
M4W 3R8  
416-326-6501

## **Access**

Freedom of Information and Privacy Coordinator  
Ministry of Education and Training  
3rd Floor, Mowat Block  
Queen's Park, Toronto, Ontario  
M7A 1L2  
416-325-4143



A public reading room for the review of manuals and other information is open during regular office hours on the 13th Floor of the Mowat Block, 900 Bay Street, Toronto, Ontario.

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The Ontario Training and Adjustment Board (OTAB) is an agency of the provincial government which helps people enter or return to the labour force, assists and encourages training in the workplace and in economic sectors, advises workers and communities dealing with layoffs and business downsizing, and administers apprenticeship training under the Trades Qualification and Apprenticeship Act. It is led by a board of directors representing labour, business, educators and trainers, women, people with disabilities, racial minorities, and francophones. The board makes decisions in a cooperative way within a policy framework established by the Government of Ontario.

Information about OTAB programs and services is available from the OTAB Hotline 1-800-387-5656, in Metro Toronto 416-326-5656.

## **Common Records**

Board of Governors Membership  
CORPAY  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Performance Management

## **Manuals**

Board Policies and Procedures  
Human Resource Directives

## **Corporate Resources Division**

The Corporate Resources Division provides OTAB with administrative, purchasing, accommodations, and information technology services.

## **Accommodations Services**

Accommodations Services provides OTAB head offices with facilities and telecommunications services. Facilities services include setting corporate space and design standards; preparing designs, floor plans and construction drawings; tendering projects; project and contract management; office renovation, relocation, and construction; building security; lease portfolio and asset management. Telecommunications services include voicemail services; negotiation of service contracts; maintenance; verifying telephone company invoices; production and coordination of the OTAB telephone directory; coordination of OTAB listings in the Ontario Government and public telephone directories.

Accommodations Services also enforces at OTAB the Ontario Public Service policies for building evacuation, workplace Health and Safety, the Workplace Hazardous Materials Information System (WHMIS), and the Reduce, Reuse, Recycle program.

## **Finance and Purchasing Services**

Finance and Purchasing Services provides financial and administrative management services to all areas of the agency. This includes general accounting functions, operational planning and budgeting services, financial controllership, transfer payments administration, purchasing, contract management, asset and forms management, and policy manuals coordination.

## **Common Records**

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
General Employment History and Payroll Information  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

## **General Classes or Types of Records**

Finance & Accounting

## **Information Technology Management**

Information Technology Management (ITM) provides OTAB with overall management for information technology planning, systems development and maintenance, computer



operations and network systems, end-user technical support, and AS/400 development and staff training. It also provides OTAB staff with computer training for both DOS and Windows software.

### Common Records

#### CORPAY

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
FUTURES Program Applicants and Participants  
General Employment History and Payroll Information  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Accommodations files  
Branch financial files  
Business case files  
Field Office Files  
Telecommunications files

### Manuals

ITM Software Manuals  
Information Technology Management Policy and Procedures

## Corporate Services Division

The Corporate Services Division provides support to the OTAB board, the chief executive officer and program staff in the development and implementation of policy and information services. It promotes innovative and effective training and adjustment practices in the private sector and the broader public sector.

### Common Records

Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Performance Management  
Travel/Expense Accounts

### General Classes or Types of Records

Agendas and background information for Board of Directors' meetings  
Board of Directors Decision Binder  
Board of Directors Orientation Materials  
Councils Orientation Binder  
Directory of Management Consultants  
Governance Handbook for Directors  
Minutes of Board of Directors' meetings

Planning Process Development  
Policy Project Files  
Research, Plans Reports and Statistical Information  
Research, Plans, Reports and Statistical Information  
Strategic Directions of the Ontario Training and Adjustment Board

### Manuals

Bylaws of the Board  
Official Instructions to Determine Training Per Diems policies and Procedures of the Board

## Communications and Marketing

Communications and Marketing informs the public, clients, labour market partners, OTAB staff and the news media about OTAB's policies, programs and services. It also advises the co-chairs, board of directors, the chief executive officer and senior management on corporate and program communications and marketing. Activities include communications planning, issues management, editorial services, client relations, media relations, marketing, desktop design and publishing, French translation, publication of documents in alternative formats such as audio tape and large print, media monitoring, and distribution of published materials.

### Common Records

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Job Competitions and Applications  
Student Applications  
Travel/Expense Accounts

### General Classes or Types of Records

Alternative Formats for program info: braille, cassettes, large print  
Annual Reports  
Board Reports  
Briefing Notes  
Fact Sheets  
Listing of OTAB'S publications, brochures and pamphlets  
Mailing House Databases  
Marketing Plan/Strategy  
Media Lists  
News Clippings  
News Releases  
Newsletters  
Programs, Services and Initiatives Guide  
Speeches by the CEO and Co-Chairs of OTAB  
Stakeholder/Client Lists  
Training Standards for specific trades

### Manuals

Visual Identity manual for OTAB (English only)

## Community Relations

Community Relations works with OTAB's training and labour market partners at the provincial and community levels. It coordinates and supports OTAB's role in the development of 25 Local Boards across the province to deal with training and adjustment at the community level. It also supports and acts as a resource to the reference groups from business, labour, educators and trainers, women, people with disabilities, racial minorities, and francophones who nominate directors to OTAB's board.

### Common Records

#### CORPAY

Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
General Employment History and Payroll Information  
Job Competitions and Applications  
Performance Management  
Professional Development  
Travel/Expense Accounts  
Workplace Discrimination and Harassment Prevention Program

### Manuals

French Language Services Strategic Plan - April 1994

## Economics and Labour Market Research

Economics and Labour Market Research provides research and labour market information services to support initiatives in policy development, program planning and program review; working within the context of Ontario Training and Adjustment Board's strategic directions.

### Common Records

#### CORPAY

Central Attendance Recording System (CARS)  
General Employment History and Payroll Information  
Identity/Employee Card  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts

### General Classes or Types of Records

Labour Market Information Reports  
Monthly Labour Market Reports  
Research Reports.

## Ontario Training and Adjustment Board (OTAB) Hotline

The OTAB Hotline (1-800-387-5656, in Metro Toronto 416-326-5656) provides callers with information and referrals to provincial government employment and training programs. OTAB Telephone Information Counsellors assess callers' needs and circumstances, and provide them with

information, guidance, and referrals to appropriate programs and services. The Hotline also provides general information on programs offered by other levels of government and many community agencies.

### General Classes or Types of Records

Program Information - HOTLINE

### Manuals

Hotline Procedures Manual - Internal

### Personal Information Banks

#### Ontario Training and Adjustment Board (OTAB) Hotline

Location: Ontario Training and Adjustment Board (OTAB) Hotline. Legal Authority: Education Act, R.S.O. 1990, c.E.2, s.8(1); Orders in Council 701/85 and 916/85. Information Maintained: Name, Name, address, age, education level, language, gender, telephone number. Uses: A "one-window" approach to providing information on all provincial government programs for youth, older workers, employers, trainers, trainees, etc. The Hotline provides (upon request) program information mail packages. The Hotline assesses callers needs, determines eligibility to program; refers callers to delivery agencies; provides statistical information to stakeholders on overall call information. Users: Hotline staff. Statistics only to stakeholders and telephone counsellors. Mail labels are produced daily in order to fill callers' requests for program information. Individuals in Bank: Youth, unemployed persons, employers, general trainees, apprentices and non-profit organizations seeking employment information on a wage-subsidy program. Retention and Disposal: From three to four years, then destroyed.

## Human Resources

Human Resources provides OTAB with organizational development and personnel management services. Organizational development services include training and development, organization design, and performance management. Personnel management services include recruitment, staffing, classification, and redeployment services; as well as guidance for labour management relations and for health and safety.

### Common Records

Career Planning/Training

## Workplace Preparation Division

The Workplace Preparation Division provides programs and services which prepare clients to enter or re-enter the labour market.

### Common Records

CORPAY



Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

College Deans Mailing List  
College FUTURES Managers Mailing List  
College Presidents Mailing List  
Labour Market Statistics  
Transfer Payments  
Workers' Compensation Board  
Youth Employment Counselling Centres Directors Mailing List  
Youth Employment Counselling Centres Corporate Sponsors Mailing List

### Manuals

Learning & Employment Preparation Branch Procedures Manual - Internal

## Literacy and Basic Skills Section

The Literacy and Basic Skills Section funds programs and activities that help individuals and communities develop literacy skills, and other basic skills that help them achieve social, cultural, and economic goals. It also develops program policy, advises on literacy issues, provides support to organizations offering literacy programming, and promotes literacy awareness and cooperation among government and community partners.

Literacy is promoted through four delivery streams: English, French, Deaf and Native. Programs are delivered by school boards, Ontario colleges of applied arts and technology, labour organizations, and a variety of community agencies.

Ontario Basic Skills (OBS) and Formation de base de l'Ontario (FBO) fund tuition-free basic skills training to adults 25 years of age and over, provided by Ontario Colleges of Applied Arts and Technology. The programs focus on reading and writing; basic math, science, and computer skills; and life skills. Special Support Allowances (SSA) are available to eligible trainees to cover training related child care and transportation expenses.

Ontario Community Literacy (OCL) funds English, French, Deaf and Native community-based literacy programs.

Adult Basic Literacy/Numeracy (ABL/N) funds adult literacy and numeracy programs offered by school boards.

Literacy Field Development and Support (LFDS) funds regional literacy networks, regional information and referral services, training for literacy tutors and teachers, a provincial resource centre, desktop publishing by community literacy groups, and a distribution centre for French literacy publications.

Workplace/Workforce, Equity and Basic Skills (W/WEBS) supports consulting services, and training in communications and basic skills, for employed workers and laid-off workers.

Ontario Basic Skills in the Workplace (OBSW) provides support to labour unions to offer literacy, language training and other basic skill training to employed workers and laid-off workers.

For information on literacy services in your community look in the Yellow Pages directory under "LEARN". For

francophone services look under "APPRENDRE", or call 1-800-636-8316. For information on native services call 416-326-5461.

You can also call the Ontario Training and Adjustment Board (OTAB) Hotline 1-800-387-5656, in Metro Toronto 416-326-5656.

### Common Records

Ontario Basic Skills Program Trainees

### General Classes or Types of Records

Literacy Section Grant Files  
Literacy Section Programs Database Files  
Ontario Basic Skills Management Information System

## Social Service Employment Program/Summer & Part-Time Employment Experience Program

The Social Service Employment Program (SSEP) gives people receiving social assistance the chance to gain work experience for up to one year. Participants receive entry level salary and benefits. Employers receive 100 percent reimbursement for these costs during the first six months and negotiate a contribution for the second half of the year. To be eligible, individuals or their spouses must be receiving social assistance or be clients of Vocational Rehabilitation Services.

The Summer and Part-time Employment Experience Program (SEE) helps eligible students from 14 through 21

years of age prepare for employment and gain work experience. To be eligible, a student must be receiving social assistance, or be a crown ward, or live with a parent or guardian who receives social assistance. The Summer component provides full-time employment for up to 12 weeks during the summer months. In the Part-Time component, students work for up to 10 hours per week throughout the school year. In both components, youth receive minimum wages and benefits which are fully reimbursed to the employer by OTAB.

Information about these programs is available from the Ontario Training and Adjustment Board (OTAB) Hotline 1-800-387-5656, in Metro Toronto 416-326-5656.

#### **Common Records**

##### **CORPAY**

Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation

#### **General Classes or Types of Records**

SSEP/SEEP Quarterly Statistical Reports

#### **Transitions/Help Centres Section**

The Transitions/Help Centres Section provides employment and training services to adults through community agencies and brokers.

Help Centres are not-for-profit community based agencies that help individuals and groups assess their employment, training and education opportunities. Help Centres offer clients a variety of pre-employment services including counselling about career and job choices, job search tips, and information about education and training programs. The program currently funds a total of 18 Help Centres.

TRANSITIONS gives laid-off men and women age 45 years or older the opportunity to improve their employment prospects by providing financial credits to pay for employment related training. Program brokers, who are located at community based agencies, help clients research, plan, and select training that matches their employment goals and the realities of the local labour market. Program brokers also determine if clients are eligible for TRANSITIONS and authorize training and payments.

Information about these programs is available from the Ontario Training and Adjustment Board (OTAB) Hotline 1-800-387-5656, in Metro Toronto 416-326-5656.

#### **Common Records**

Employee Personnel, Payroll and Benefits Records

#### **Youth Section**

The Youth Section administers employment and training programs for enemployed youth.

FUTURES helps young people who are out-of-school and unemployed find jobs, return to school and/or connect with other training programs and services. The program works in two ways: pre-employment counselling helps young people who are not ready for employment sort out their work and career interests and develop the skills to find and keep a job; work experience and on-the-job training is provided for your people who are ready for employment. FUTURES pays clients a training allowance and/or minimum wage.

FUTURES is delivered by Ontario Colleges of Applied Arts and Technology and not-for-profit organizations that also deliver the Youth Employment Counselling Centre program.

The Youth Employment Counselling Centre (YECC) program helps out-of-school, unemployed youth find jobs, return to school or connect with other training programs. The YECC program offers a full range of employment counselling services including career planning, help to find and keep a job; and referrals to school programs, skills training and other community services.

jobsOntario Youth (JOY) is one component of jobsOntario Summer Employment and is administered by OTAB on behalf of the government. JOY finds summer work experience placements for unemployed youth living in Toronto, Ottawa, Hamilton and Windsor. It focusses on reaching out to youth facing systemic barriers to employment, and those experiencing proportionally high unemployment rates, such as black and native youth. Status of this program for 1995/96 is unknown at this time.

Information about those programs is available from the Ontario Training and Adjustment Board (OTAB) Hotline 1-800-387-5656, in Metro Toronto 416-326-5656.

#### **Common Records**

##### **CORPAY**

Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Professional Development  
Travel/Expense Accounts  
Workers' Compensation



Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

FUTURES and YECC Quarterly/Semi-Annual Statistical Reports

### Manuals

Workplace Preparation Procedures Manual (Orientation Manual) -Internal

## Workplace Support Services Division

The Workplace Support Services Division coordinates and develops apprenticeship and other training leading to certification in skilled occupations; provides expert advice on workplace needs assessment, training plans, and human resources development; provides financial incentives to pay for training that enhances the skills of Ontario's workforce; and works with workers, organizations, communities, and economic sectors to help them deal successfully with adjustment situations.

## Adjustment Advisory Program

The Adjustment Advisory Program assists workers, organizations, and economic sectors in job threatened situations, or actual closures and downsizings. OTAB Advisors help them set up employer-employee adjustment committees that provide a variety of services to enable them to deal successfully with the situations. The advisors provide guidance and technical support, and act as brokers for other government programs. Services the committees provide include helping workers identify skills, training opportunities, and new opportunities for employment; and helping employers and economic sectors improve their operations in ways that minimize or prevent job loss. Costs of committees are shared by OTAB and the employer.

For more information contact the Ontario Training and Adjustment Board (OTAB) Hotline 1-800-387-5656, in Metro Toronto 416-326-5656.

### Common Records

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Grievances and Applications  
Job Competitions and Applications  
Performance Management  
Student Applications  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Budget Files for Calendarizing, Estimates, etc.  
Committee/Studies/Projects Files  
Correspondence Files  
Human Resource Files

### Manuals

Adjustment Advisory Manual

## Apprenticeship and Client Services

The Apprenticeship and Client Services (ACS) coordinates and develops long-term, on-the-job apprenticeship training programs which provide individuals with certified competency in skilled occupations, such as the traditional skilled trades (e.g. electrician and motor vehicle mechanic); and new occupations, such as child and youth worker. ACS also develops short-term competency-based modular training programs, as required, for the Workplace Health and Safety Agency, and for occupations regulated by the Boilers and Pressure Vessels Act.

The Trades Qualification and Apprenticeship Act and its regulations set the standards and conditions for apprenticeship training and certification. Guided by the act, ACS develops training standards and schedules of training; arranges for in-school classroom training at recognized institutions, such as Ontario Colleges of Applied Arts and Technology; assesses competency; administers exams; and awards certification.

Most modular training takes place on the job, and trainee competency is assessed by the employer.

Training materials for both modular and apprenticeship training programs are developed by ACS in partnership with employers, industry, and unions.

Training consultants, located in 26 field offices throughout Ontario, assist potential and active trainees, help employers and unions with their skills development needs, and monitor the effectiveness and efficiency of training programs.

Contact your closest field office for more information.

### Common Records

Identity/Employee Card  
Performance Management  
Professional Development  
Tests, Examinations and Assessments  
Vocational Testing and Counselling  
Workers' Compensation

### General Classes or Types of Records

Apprenticeship, Tradesperson and Modular Database  
Compliance Activities

Consultants' Reports  
Private Hairstyling School Files

### Manuals

Apprenticeship and Client Services Policies and Procedures Manual

### Personal Information Banks

Application for Trades Certification (apprentices, tradesmen, modular trainees)

Location: Apprenticeship and Client Services. Legal

Authority: Trades Qualification Act, R.S.O. 1990, c.T.17; National Training Act, S.C. 1982, c.109, as amended.

Information Maintained: Name, Name, address, date of birth, demonstration of skills test results, diploma issuance, education history, employment history, employment status, present employer information, reference letters, sex, social insurance number, trade certificates, trade examination results, trade name and code, trade examination results, trade name and code. Uses: Monitor apprentices during contract tenure; evaluate credentials re-certification, credit deduction eligibility, trade examination/certification eligibility; temporary certificate issuance; monitor payment for certificate renewal. Users: Branch management, branch clerical staff, ministry training consultants. Individuals in Bank: Apprentices, tradespersons, modular trainees. Retention and Disposal: Varies from two to seven years, then destroyed.

Progressive Achievement Test History Record

Location: Apprenticeship and Client Services. Legal

Authority: Trades Qualification Act, R.S.O. 1990, c.T.17.

Information Maintained: Name, address, counsellor's comments and recommendations, education and employment history, examination results, social insurance number. Uses: The ministry stopped performing Progressive Achievement Tests in 1990. They were used to determine eligibility for apprenticeship program. Users: The ministry stopped performing Progress Achievement Tests in 1990. Information bank was used by Branch staff and training officers. Individuals in Bank: Applicants for apprenticeship programs up to December 1990. Retention and Disposal: Six years, then destroyed - last entry was in December 1990.

### Partnership and Consulting Services

The Partnership and Consulting Services manages the training consulting service at Ontario Skills Development Offices (OSDOs). The offices are operated by Ontario Colleges of Applied Arts and Technology. OSDOs provide employers, unions, employer associations, employee associations, sectoral associations, and joint workplace training committees with expert advice on needs assessment, training plan development, human resource development, and equity issues.

OSDOs help clients develop approaches to training, strengthen employees' skills and enhance productivity and profitability in the workplace.

Information on these services is available from the Ontario Training and Adjustment Board (OTAB) Hotline 1-800-387-5656, in Metro Toronto 416-326-5656.

### Common Records

CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Employee Personnel, Payroll and Benefits Records

Employment Application Inventory

General Employment History and Payroll Information

Grievances and Applications

Health and Medical Records

Identity/Employee Card

Innovation Centre Clients, Registrants and Users

Job Competitions and Applications

Ontario Training Incentive Program Trainees

Performance Management

Professional Development

Travel/Expense Accounts

Workers' Compensation

Workplace Discrimination and Harassment Prevention Program

### General Classes or Types of Records

Ministry/CAAT Contracts

Program Files

### Service Development

Service Development administers a number of financial incentive programs to enhance the skills base of Ontario's workforce: the Ontario Skills program, the Ontario Training Trust Fund Program, and the Sectoral Training Agreements.

Ontario Skills provides up to 50 percent of direct instructional costs incurred by employers, unions and employee associations, joint workplace training committees and Ontario Training Trust Fund.

The Ontario Training Trust Fund Program supports approved employer-employee trust funds. OTAB invests one-third of the funding, up to a maximum of \$100,000; the employer contributes one-third and the employees contribute one-third.

The Ontario Skills program and the Ontario Training Trust Fund Program are delivered by Ontario Colleges of Applied Arts and Technology on behalf of OTAB.



Service Development also administers a number of labour-management Sectoral Training Agreements. Currently there are agreements with the electrical/electronics manufacturing industry, the automotive parts industry, the steel industry, and the tourism industry.

Information about these programs is available from the Ontario Training and Adjustment Board (OTAB) Hotline 1-800-387-5656, in Metro Toronto 416-326-5656.

### **Common Records**

CORPAY

Career Planning/Training

Central Attendance Recording System (CARS)

Employee Personnel, Payroll and Benefits Records

Employment Application Inventory

General Employment History and Payroll Information

Grievances and Applications

Health and Medical Records

Identity/Employee Card

Innovation Centre Clients, Registrants and Users

Job Competitions and Applications

Ontario Training Incentive Program Trainees

Performance Management

Professional Development

Travel/Expense Accounts

Workers' Compensation

Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Administrative Files

Facility Lease Files - CAAT (in support of Adult Training)

Information Officers Program - General

Management Information System Files

Ministry/Private Delivery Agent Contracts

Ministry/Sector Contracts

Ministry/Training Trust Fund Contracts

Records and Reports (Colleges of Applied Arts and Technology Seat Purchases)

Training Investment management Information Systems

### **Manuals**

Annual Direct and Indirect Purchase Plan

Client Services Policies and Procedures Manual

Counselling Guide

Delivery of Attestations and Monitors to Employment and Immigration Canada Manual

Facility Lease Policy (Adult and Apprenticeship Training)

Field and Program Instructions

Fundraising Manual

### **Implementation Guidelines**

Modular Examination Development Manual

Ontario Skills/Ontario Skills Development Office

Ontario Training Trust Fund Program

System for Modular Industrial Training Programs Catalogue

# **OTTAWA CONGRESS CENTRE**

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## **Head**

President  
Ottawa Congress Centre  
55 Colonel By Drive  
Ottawa, Ontario  
K1N 9J2  
(613) 563-1984

## **Access**

President  
Ottawa Congress Centre  
55 Colonel By Drive  
Ottawa, Ontario  
K1N 9J2  
(613) 563-1984



A public reading room for the review of manuals and other information is open during regular office hours at 55 Colonel By Drive, Ottawa.

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The Ottawa Congress Centre, a Schedule II Agency of the Ministry of Economic Development, Trade and Tourism, forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area.

The centre's main Congress Hall, a free-span space with a 24-foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms three different types of simultaneous translation systems provide service for bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

In addition to conventions and meetings, the Ottawa Congress Centre accommodates major trade shows, consumer shows, banquets and entertainment events. The centre has a full range of catering facilities and services.

## **Common Records**

Employment Application Inventory  
General Employment History and Payroll Information

## **General Classes or Types of Records**

Building Projects  
Contractors  
Correspondence with Board of Directors  
Correspondence with Government  
Energy Consumption

Equipment  
Legal and Auditing Correspondence  
Preventive Maintenance  
Service Contracts  
Suppliers

## **Manuals**

Association Memberships  
Client  
Events  
Marketing Plans and Strategy



# ROYAL ONTARIO MUSEUM

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## Head

Chairman of the Board  
Royal Ontario Museum  
100 Queen's Park  
Toronto, Ontario  
M5S 2C6  
(416) 586-5722

## Access

Freedom of Information and Privacy Coordinator  
Royal Ontario Museum  
100 Queen's Park  
Toronto, Ontario  
M5S 2C6  
(416) 586-5639



A public reading room for the review of manuals and other information is open from 10:00 a.m. to 4:30 p.m., Tuesday to Friday, at 100 Queen's Park, Toronto.

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The Royal Ontario Museum (ROM) is the largest museum in Canada, with a collection of over six million artifacts and specimens representing the arts, archaeology and natural science. Its Chinese collection is one of the finest in the world. The facility also includes the McLaughlin Planetarium, the Sigmund Samuel Building, featuring Canadian decorative arts; and The George R. Gardiner Museum of Ceramic Art. The ROM offers a variety of activities such as special exhibitions, guided tours, performances, lectures and films, as well as educational programs for all ages. Its extensive outreach services feature travelling exhibits, school programs and resource packages, and a speakers' bureau. Other services include specialized libraries, gift shops and a cafe. The museum is open to the public, Tuesday through Sunday 10:00 a.m. - 6:00 p.m. (open until 8:00 p.m. Tuesdays and Thursdays), and also during Christmas and March Break school holidays. It is closed Mondays, except during summer from Victoria Day in May to Labour Day in September. There is free general admission on Tuesdays 4:30-8:00 p.m. and free admission for seniors all day on Tuesdays. The museum is accessible to wheelchairs.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Identity/Employee Card  
Travel/Expense Accounts

## Administration and Finance Division

The Administration and Finance Division is responsible for the maintenance and security of the building, the provision

of office and computer services, the provision of financial services including purchasing and the operation of the museum's publications department.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Identity/Employee Card  
Travel/Expense Accounts

## Personal Information Banks

### Identity/Employee Card

Location: Administration and Finance Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, department, position, hours of authorized access, expiry date, photograph. Uses: Regulate access to museum premises. Users: Security staff. Individuals in Bank: Staff and volunteers issued with a pass. Retention and Disposal: Not determined.

### Key Holders Distribution List

Location: Administration and Finance Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, department, internal telephone number, issue date, keys issued, signature of key holder. Uses: Record distribution of keys for security purposes. Users: Security administrative staff. Individuals in Bank: Employees issued with keys. Retention and Disposal: Not determined.

### Payroll Information

Location: Administration and Finance Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, address, date of birth, employee benefits and deductions, employee number, payroll transactions. Uses: 1988 to 1990. Users: Finance department staff, Human Resources staff and senior management. Individuals in Bank: Museum employees. Retention and Disposal: Seven years after termination, then destroyed.

### Travel/Expense Accounts

Location: Administration and Finance Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, social insurance number, record of total expense account for fiscal year. Uses: Record advance account and expenditure totals. Users: Finance Department staff. Individuals in Bank: Museum employees. Retention and Disposal: Seven years after fiscal year end, then destroyed.

## Board of Trustees and Executive

The Board of Trustees controls and directs the business affairs of the museum and provides direction to the Director. The board consists of 21 trustees, 15 of whom are appointed by the Lieutenant Governor in Council, three of whom are elected by the museum membership and three of whom are

ex-officio members: the President and the Chairman of the Governing Council of the University of Toronto, and the Director of the museum. The Director is responsible for the overall management of the museum in conformance with direction from the Board of Trustees.

### General Classes or Types of Records

Bylaws  
Committees  
Minutes

### Manuals

Policies and Procedures  
Trustees' Orientation Manual

### Personal Information Banks

#### Drivers List

Location: Board of Trustees and Executive. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, address, driver's licence number. Uses: Record authorized users of museum vehicles for insurance purposes. Users: Senior administrative staff. Individuals in Bank: Employees whose duties may require them to operate museum vehicles. Retention and Disposal: Not determined.

#### Museum Trustees

Location: Board of Trustees and Executive. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, address, education, employment, professional associations. Uses: Maintain a record of trustees of the museum. Users: Trustees and senior management. Individuals in Bank: N/A. Retention and Disposal: Permanent.

## Curatorial Division

The Curatorial Division is responsible for the acquisition of museum collections, the conservation and management of the collections and for research on and study of those collections. The division is organized into three functional groups: Science Departments, Art and Archaeology Departments and Service Departments.

### General Classes or Types of Records

Appraisals  
Archives  
Collection Management Records  
Conservation  
Risk Management Records  
Scholarly Research

### Personal Information Banks

#### Collections Donor List

Location: Curatorial Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information

Maintained: Name, address, appraisal of value (if tax receipt requested), description of donation. Uses: Maintain record of donations to the museum; generate tax receipts; generate statistical reports. Users: Registration Department staff. Individuals in Bank: Persons who have donated or loaned artifacts or specimens to the museum. Retention and Disposal: Permanent.

#### Curatorial Staff Members' Professional Activities

Location: Curatorial Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, citizenship, date and place of birth, dates of promotion, education, history of professional activities, marital status and spouse's name, number of children, present appointment status, rank upon appointment, salary. Uses: Maintain a record of curatorial staff to review for promotion; record biographical information; generate management reports. Users: Senior management, Board Curatorial Promotions Committee members. Individuals in Bank: Employees in the Curatorial Division. Retention and Disposal: Until superseded, then destroyed.

## Development and Membership Division

The Development and Membership Division is responsible for fundraising and the provision of membership services, including regular mailings of newsletters and notices.

### General Classes or Types of Records

Communications Records  
Fundraising Projects  
Members' Newsletter  
Shops' Operations

### Personal Information Banks

#### Donor List

Location: Development and Membership Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, address, amount of donation to the Royal Ontario Museum. Uses: Maintain record of donors to the museum; generate tax receipts; generate mailing lists. Users: N/A. Individuals in Bank: Section Secretary, Program Development, Renewable Resources, Resource Stewardship and Development Branch, Policy and Program Division. Contact Telephone: 705-945-5827 Fax: 705-945-6605. Retention and Disposal: Not determined.

#### Membership List

Location: Development and Membership Division. Legal Authority: Royal Ontario Museum Act, R.S.O. 1990, c.R.35. Information Maintained: Name, address, category of membership. Uses: Maintain record of museum members; generate mailing lists. Users: Development and Membership staff. Individuals in Bank: Royal Ontario Museum members. Retention and Disposal: Duration of membership, then destroyed.



## Human Resources Division

The Human Resources Division is responsible for providing direction for and the administration of all Personnel/Human Resources matters.

### Common Records

Grievances and Applications

Job Competitions and Applications

Medical Information (Personnel)

### Personal Information Banks

#### Central Attendance Recording System

Location: Human Resources Division. Legal Authority:

Royal Ontario Museum Act, R.S.O. 1990, c.R.35.

Information Maintained: Name, record of work attendance.

Uses: Provide statistical reports on attendance; record

absences. Users: Managers, personnel department

employees. Individuals in Bank: Employees. Retention and

Disposal: Variable up to two years, then destroyed or

incorporated into employee personnel file.

#### Employment History and Payroll Information

Location: Human Resources Division. Legal Authority:

Royal Ontario Museum Act, R.S.O. 1990, c.R.35.

Information Maintained: Name, address, attendance records, employee benefit information, payroll transactions, work

history. Uses: Record employee's work history and

payroll/benefit information. Users: Personnel staff,

department heads, auditors. Individuals in Bank: Employees.

Retention and Disposal: Not determined.

#### Grievances

Location: Human Resources Division. Legal Authority:

Royal Ontario Museum Act, R.S.O. 1990, c.R.35.

Information Maintained: Name, grievance, arbitration

award. Uses: Comply with collective agreement process;

document grievance process; generate management reports.

Users: Personnel staff, senior managers. Individuals in

Bank: Members of ROM bargaining unit. Retention and

Disposal: Variable after conclusion of the grievance, then

destroyed.

#### Job Competitions

Location: Human Resources Division. Legal Authority:

Royal Ontario Museum Act, R.S.O. 1990, c.R.35.

Information Maintained: Name, address, application forms,

resumes, job advertisement, screening information,

appointment of successful candidate. Uses: Document the

hiring process; provide statistical data. Users: Personnel

Department staff, department managers, auditors.

Individuals in Bank: Applicants for ROM positions.

Retention and Disposal: Maximum three months after

competition, then destroyed.

#### Medical Information (Personnel)

Location: Human Resources Division. Legal Authority:

Royal Ontario Museum Act, R.S.O. 1990, c.R.35;

Occupational Health and Safety Act (OHSA), R.S.O. 1990,

c.O.1. Information Maintained: Name, health records,

reports, claims. Uses: Satisfy requirements of OHSA; verify

health status; authorize leaves. Users: Personnel staff,

managers, auditors, benefit carriers as required. Individuals

in Bank: Employees. Retention and Disposal: Not

determined.

#### Payroll, Personnel and Employee Benefits System

Location: Human Resources Division. Legal Authority:

Royal Ontario Museum Act, R.S.O. 1990, c.R.35.

Information Maintained: Name, social insurance number,

address, benefit coverage, date of birth, other basic

employee information, pay level. Uses: Issue paycheques;

prepare statistical reports; calculate pension contributions.

Users: Managers; Personnel and Finance Department staffs;

some information for relevant unions, insurance companies

and banks involved in payroll and benefits system.

Individuals in Bank: Employees. Retention and Disposal:

Not determined.

## Project Management Division

The Project Management Division is responsible for planning, building and evaluating galleries and exhibitions.

### General Classes or Types of Records

Display Maintenance

Exhibit Designs and Specifications

Exhibitions Planning

Signage

## Public Communication Division

The Public Communication Division is responsible for the provision of educational programs and outreach services.

The division also operates the McLaughlin Planetarium.

### General Classes or Types of Records

French Language Services

Museum Advisory Services

Planetarium Operations

# SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Sault College of Applied Arts and Technology  
P.O. Box 60  
443 Northern Avenue  
Sault Ste. Marie, Ontario  
P6A 5L3  
(705) 759-6774

## Access

Freedom of Information and Privacy Coordinator  
Sault College of Applied Arts and Technology  
P.O. Box 60  
443 Northern Avenue  
Sault Ste. Marie, Ontario  
P6A 5L3  
(705) 759-6774

A public reading room for the review of manuals and other information is open during regular office hours in the library, 443 Northern Avenue, Sault Ste. Marie.

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The mission of Sault College is to meet the educational needs of adults in the District of Algoma through career-oriented programs and courses at the certificate and diploma levels that provide the knowledge and skill for immediate employment in the career area of study.

Sault College is governed by a Board of Governors and is organized into five divisions: Academic, Administrative Services, Human Resources and Student Services, Information Technology, and Contract Training and Community Ventures. Head office is located in Sault Ste. Marie with satellite campuses in Elliot Lake and Wawa.

## Common Records

Board of Governors Membership  
Career Planning/Training  
Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Employee Personnel, Payroll and Benefits Records  
FUTURES Program Applicants and Participants  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Graduate and Alumni Records  
Grievances and Applications  
Job Competitions and Applications  
Library Users Lists  
Litigation Files

Medical Information (Personnel)  
Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Ontario Training Incentive Program Trainees  
Parking Records  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Travel/Expense Accounts  
Vocational Testing and Counselling

## Manuals

Budget Process Manual  
College Calendar  
Freedom of Information Manual  
Health and Safety Manual  
Policy and Procedures Manual  
Student Handbook

## Academic Division

The division is headed by two Vice Presidents, Academic and is responsible for developing and delivering educational programs in the following areas: engineering, business, hospitality, health sciences, technical trades, general arts and sciences and natural resources, and human sciences. The division also provides day care, library, academic services, educational productions and information services, and administers provincial/federal programs. The division is organized into 10 departments.

## General Classes or Types of Records

Academic Program Submissions  
Development and Delivery Files - Academic Programs  
Program Accreditation and Evaluation Records  
Program Advisory Committee Records  
Program Approval Files  
Program Course Files  
Records Relating to Ancillary Services  
Records Relating to Government Sponsored Programs  
Records Relating to Outreach Programs

## Manuals

College Calendar

## Administrative Services Division

Headed by the Vice President of Administrative Services, this division provides administrative support functions for the college. Reporting to the Vice President are the



following departments: Physical Resources, Accounting and Payroll, Purchasing, and Budget and Operations Review.

### **General Classes or Types of Records**

Administrative Support Records  
Capital Project Files  
Corporate Planning, Management and Development Records  
Financial Records  
Planning and Management Records  
Records Relating to Ancillary Services

### **Manuals**

College Policies and Procedures Manual

### **Board of Governors**

The Board of Governors, appointed by the Council of Regents, establishes college goals and policies, oversees college operations and evaluates program results. Standing committees of the board are Building and Finance, Audit, Academic and Staff Relations, Nominating, Re-appointment, Policy.

### **Contract Training and Community Ventures Division**

Headed by the Vice President, this division provides a link between the college and its major training partners, including the Ministry of Education and Training, Human Resource Development Canada, Ontario Training and Adjustment Board, Community Training Committee, local employers and various government offices, to provide training and employer services to Algoma District residents and employers.

The mandate of the division includes community development and liaison with Economic Development Groups, Continuing Education and other post-secondary institutions from a local to an international scope.

As part of its labour market liaison role, this division gathers and shares labour market information with external agencies as well as internal college divisions.

### **General Classes or Types of Records**

Government Relations  
Government-Sponsored Programs  
Third Party Training Contracts

### **Human Resources and Student Services Division**

Headed by the Vice President, this division provides a variety of administrative support functions in two broad areas: student services and human resources. Student services include admissions and records, alumni records, marketing, Financial Aid, Co-op, Student Life Centre,

placement, athletics, student residence, health services, student government, food services and secondary school liaison. Human resource services include employee relations and professional development. The division is organized into 10 departments.

### **Common Records**

Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Graduate and Alumni Records  
Health and Medical Records  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Vocational Testing and Counselling

### **General Classes or Types of Records**

Human Resources Management Records  
Ontario Work Study Program  
Residence Student Records  
Special Bursaries  
Student Services Records

### **Manuals**

Career Paths  
College Calendar  
College Policies and Procedures Manual  
Health and Safety Procedures Manual  
Residence Handbook  
Student Handbook

### **Personal Information Banks**

#### Student Emergency Loans

Location: Human Resources and Student Services Division.

Legal Authority: While Cabinet did table these amendments, further action is expected in the future.

Information Maintained: Name, student number, social insurance number, address, telephone number, program, age, marital status, health card number, driver's licence number, bank account number, credit card number, income and assets of applicant, parents, sponsors, spouse, student's expenses.

Uses: Determine eligibility for a short-term emergency loan.

Users: Financial Aid and Accounting staff. Individuals in Bank: Students seeking financial assistance. Retention and

Disposal: Ten years, then destroyed.

#### Students Assist Students Program

Location: Human Resources and Student Services Division.

Legal Authority: External linkages/sources: Other provincial Ministries. Information Maintained: Name, address, telephone number of assistants and students, nature of assistance required, program courses and schedule. Uses: Arrange assistance for student requests. Users: Special Needs staff. Individuals in Bank: Students with special needs, assistants. Retention and Disposal: Not determined.

#### Students With Special Needs

Location: Human Resources and Student Services Division.

Legal Authority: N/A. Information Maintained: Name, address, telephone number, assessment of accommodation needs, correspondence, diagnostic information, intake data. Uses: Assess accommodation needs; make referrals; prepare statistical reports. Users: Special Needs staff. Individuals in Bank: Students with special needs -- physical learning, sensory, development, psychiatric or multiple impairments. Retention and Disposal: Three years after leaving the college, then destroyed.

### **Information Technology Division**

Headed by the Executive Director, this division provides information technology services, software, hardware, and professional development to the college community.

#### **Manuals**

Various Technical Manuals

### **Office of the President**

Appointed by and responsible to the Board of Governors, the President manages the business affairs of the college. Internal Audit and Freedom of Information Services report to the President as well as the Planning and Institutional Development Department.

#### **Common Records**

Freedom of Information and Protection of Privacy Act  
Requests  
Litigation Files

#### **General Classes or Types of Records**

Academic Council Records  
Communications Records  
Internal Audit Records  
Operational Review Report  
Planning and Management Records  
Program Review Report

#### **Manuals**

Freedom of Information Manual



# SENECA COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Seneca College of Applied Arts and Technology  
1750 Finch Avenue East  
North York, Ontario  
M2J 2X5  
(416) 491-5050

## Access

Freedom of Information and Privacy Co-Ordinator  
Seneca College, Newnham Campus  
1750 Finch Avenue East,  
North York, Ontario  
M2J 2X5  
(416) 491-5050

Public reading rooms for the review of manuals and other information are open during regular office hours at the Newnham Campus (North York) and the King Campus (King City) Learning Resource Centres.

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Seneca College is responsible for providing courses of types and levels beyond or not suited to the secondary school setting, meeting the needs of graduates from secondary schools seeking an alternative to university, meeting the educational needs of adults and out-of-school youth whether or not they are secondary school graduates, enhancing effectiveness in the workplace and quality of life for students, and meeting the relevant needs of the college's communities.

The college is governed by a Board of Governors and organized into six areas encompassing 20 campuses and office locations. The areas consist of the Office of the President, Vice President of Academic and Post-Secondary Education, Vice President Corporate Training and Community Education, Vice President of Human Resources and Strategic Planning, Vice President of Student Services, and Vice President of Finance and Administration.

## Common Records

Board of Governors Membership  
Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Dental Clinic Patients  
Employee Personnel, Payroll and Benefits Records  
FUTURES Program Applicants and Participants  
Graduate and Alumni Records

Health and Medical Records  
Innovation Centre Clients, Registrants and Users  
Job Competitions and Applications  
Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Ontario Training Incentive Program Trainees  
Parking Records  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

## Board of Governors

The Board of Governors is comprised of Council of Regents appointees, municipal appointees, local union appointees and elected representatives of students and employees of the college. There are three subcommittees: Plant and Property, Human Resources, and Student and Academic Affairs.

## General Classes or Types of Records

Bylaws  
College Goals and Policies  
Minutes of Board and Subcommittees

## Office of the President

The Office of the President provides management and direction for both the academic and administrative affairs of the college, provides administrative support to the Board of Governors and the President, enhances government relations, organizes corporate fundraising and directs college marketing and public relations.

## Common Records

Board of Governors Membership

## General Classes or Types of Records

Fundraising Activities  
Relations with Provincial and Federal Governments

## Manuals

College Policy, Procedure and Guidelines

## Vice President, Academic Post-Secondary Education

The area provides the overall planning, organization, direction, standards, content and delivery of all college academic activities. It is broken down into the following four major Faculties of study, with several Schools in each

respective Faculty and a separate area for York Region. The Faculty of Business, includes the School of International Business, the School of Accounting and Finance, the School of Business Administration and School of Computer Studies. The Faculty of Applied Arts and Health Sciences, includes the School of Legal and Public Management, the School of Community Services, the School of Fashion, the School of Health Sciences and the School of Communication Arts. The Faculty of Applied Science and Engineering Technology, includes the School of Civil Resources Technology, the School of Mechanical Technology, the School of Electronics and Computer Technology, the School of Aviation and Flight Technology and the School of Biological Sciences and Applied Chemistry. The Faculty of General Education, includes the School of Liberal Studies, the School of English Studies and College Theatres/Planetarium. York Region includes the School of Tourism, Hospitality and Recreation, the Management Development Centre and the Centre for Educational Effectiveness.

#### **Common Records**

Dental Clinic Patients  
Student Appeals (disciplinary, administrative, academic)  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

#### **General Classes or Types of Records**

Academic Programs and Ancillary Operations

#### **Manuals**

Academic Policies, Procedures and Guidelines

#### **Personal Information Banks**

##### Student Feedback Questionnaires

Location: Vice President, Academic Post-Secondary Education. Legal Authority: N/A. Information Maintained: Student opinions or views of teaching performance. Uses: Assists in determining performance and development of faculty. Users: Academic Chairs and reporting faculty. Individuals in Bank: Full-time professors. Retention and Disposal: Three years.

#### **Vice President, Corporate Training and Community Education**

The area provides the overall planning, organization, direction, standards, content and delivery for those activities offered to adult, business and labour communities whose students study principally on a part-time basis. There are seven areas reporting to this position: they are Access Services, Government Liaison, English Language Institute, International Development, Development Trade and Apprenticeship Studies, Faculty of Continuing Education, and Business and Industrial Training, which plans and

administers Ontario Skills Development and Real Estate/Insurance Programs.

#### **Common Records**

FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Tests, Examinations and Assessments

#### **General Classes or Types of Records**

Records dealing with academic programs and non-academic services to part-time students, business and industry as described in Chapter II of this directory.

#### **Manuals**

Academic Policies, Procedures and Guidelines  
Administrative Policies, Procedures and Guidelines

#### **Vice President, Finance and Administration**

The area provides overall administrative services for the college. It includes three main areas with the following departments reporting to each: College Services includes Transportation, Printing, Mail and Stationary, Security, and Plant and Property. Computer Services includes Computer Operations, Information Systems and Telecommunications. Financial Services includes Accounts Payable, Payroll, Cash Office, Budget, General Accounting, Internal Auditing and Purchasing.

#### **Common Records**

Employee Personnel, Payroll and Benefits Records  
General Employment History and Payroll Information  
Parking Records

#### **General Classes or Types of Records**

Records Described in Chapter II of this Directory

#### **Vice President, Human Resources and Strategic Planning**

This area provides the overall service and administration of collective agreements; planning and development for all college human resources; and for the development, implementation and administration of the college strategic plan. The area consists of Education and Employment Equity, Employee Relations and Human Resource Planning, and Professional Development.

#### **Common Records**

Employee Personnel, Payroll and Benefits Records  
Job Competitions and Applications  
Professional Development  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program



### **General Classes or Types of Records**

Personnel Policy and Procedures  
Professional Development Program Offerings  
Strategic Plan

### **Vice President, Student Services**

This area provides the overall planning and administration of student services. The area consists of the College Registrar; Coaching Techniques and Community Recreation Programs; Athletics, Recreation and Student Life; College Resource Centres; Liaison and Program Marketing; Student Advisement and Counselling; Student Employment Services and College Bookstores.

### **Common Records**

Health and Medical Records  
Scholarships and Awards  
Student Applications  
Student Athletics and Fitness Programs  
Student Registration and Academic History

### **General Classes or Types of Records**

Common Records Described in Chapter II of this Directory

# SHERIDAN COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Sheridan College of Applied Arts and Technology  
1430 Trafalgar Road  
Oakville, Ontario  
L6H 2L1  
(416) 845-9430

## Access

Freedom of Information and Privacy Coordinator  
Sheridan College of Applied Arts and Technology  
1430 Trafalgar Road  
Oakville, Ontario  
L6H 2L1  
(416) 845-9430



A public reading room for the review of manuals and other information is open during regular library hours at the main library, Oakville Campus, 1430 Trafalgar Road and at the library, Brampton Campus, McLaughlin Road, Brampton.

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Sheridan College will meet the growing and diverse educational needs of our communities through the provision of flexible and innovative learning opportunities, enabling students and employees to build productive careers and to excel in a changing society.

In achieving this mission, Sheridan College commits itself to the service values explicit in our Assurance of Commitment and Performance.

Sheridan College is governed by a 17-member Board of Governors, which includes four members from the college's constituent groups (faculty, staff, student, administration), and the college President as an ex-officio member. Reporting to the President are four major divisions (Academic, Finance and Administrative Services, Community and Government Services, Student Services) and two support areas (Corporate Communications and Development, Human Resources). The college operates eight campuses in Brampton, Burlington, Milton, Mississauga and Oakville, with college administrative headquarters in Oakville.

## Academic Division

The Vice President, Academic is responsible for Academic Services and full-time post secondary programs in the

following faculties: Science and Technology, Community & Health Services, The Arts, Business & Commerce, Academic Services. Each faculty is administered by a Dean. The division operates day care centres, the Sports Injury Clinic, a student newspaper, a performance theatre and the Esthetician Clinic.

## Common Records

Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

## General Classes or Types of Records

Teacher Training Program Files

## Personal Information Banks

### Esthetician Clinic Clients

Location: Academic Division. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.R.O. 1980, Reg. 640. Information Maintained: Name, address, general health information, name of family physician, telephone number. Uses: Background for treatment of Esthetician Clinic clients. Users: Program staff and students. Individuals in Bank: Clinic clients. Retention and Disposal: Three years, then shred.

### Sports Injury Clinic

Location: Academic Division. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; Health Disciplines Act, R.S.O. 1990, c.H.4. Information Maintained: Name, address, assessment of injury, O.H.I.P. number, record of injury/surgery, referring physician, sport, telephone number, treatment program. Uses: Treat clinic patients; maintain a record of treatment performed. Users: Clinic staff. Individuals in Bank: Patients. Retention and Disposal: Twenty years, then shred.

### Theatre Sheridan Patrons

Location: Academic Division. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19, s.5; R.R.O. 1990, Reg. 770. Information Maintained: Name, address, telephone number. Uses: Inform patrons of theatre productions and mail season tickets. Users: Staff. Individuals in Bank: Theatre Sheridan patrons. Retention and Disposal: Six years, then shred.

## Board of Governors

The board of governors, appointed by the Council of Regents and the local municipality, establishes college goals and policies, and oversees college operations. The board has established three standing committees: Administration and Finance, Academic/Operations and Student/Staff Affairs.

## Common Records

Board of Governors Membership



**General Classes or Types of Records**

Bylaws  
Minutes of Board and Standing Committees  
Policies

**Community and Government Services**

The Vice President, Community and Government Services is responsible for part-time programs offered through Continuing Education and administers contract training programs as well as a variety of skills development programs including Canadian Job Strategy, Ontario Skills Development, Ontario Basic Skills, FUTURES, academic upgrading and English as a Second Language. This division maintains relations and contacts with Ontario and other governments and is responsible for Outreach (international) projects.

**Common Records**

FUTURES Program Applicants and Participants  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees

**Finance and Administrative Services**

The Vice President, Finance and Administrative Services is responsible for physical plant, accounting services, audit, payrolls, telecommunications, computing and technical services and ancillary operations including college bookstores, cafeterias and a student residence. The Vice President also acts as secretary to the board of governors.

**Common Records**

Parking Records

**Manuals**

Sheridan College Policy Manual for Administration

**Human Resources Division**

This area provides services and administration of collective agreements and terms and conditions of employment and human resources planning.

**President's Office**

Appointed by and responsible to the Board of Governors, the President is Chief Executive Officer with full authority to manage and direct the business and academic affairs of the college.

**Common Records**

Employee Personnel, Payroll and Benefits Records  
Freedom of Information and Protection of Privacy Act  
Requests  
Job Competitions and Applications

Ombudsman/Human Rights Commission  
Professional Development  
Teacher Workload Records (Standard Workload Form)  
Workers' Compensation

**General Classes or Types of Records**

Labour Market Studies  
Learning Materials Royalties and Licences

**Manuals**

Developing Printed Materials: An Author's Guide  
Guide to Proposal Preparation  
Professional Development Leave for Administrators:  
Policies and Procedures

**Student Services Division**

The Vice President, Student Services is responsible for Athletics, Cooperative Education and Student Employment, Counselling, Financial Aid for Students, Health Services, Housing, Learning Centres, Learning Resources, Registration and Student Government.

**Common Records**

Co-op, Work Term, Final Job Placements  
Graduate and Alumni Records  
Health and Medical Records  
Ontario Student Assistance Program  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Registration and Academic History  
Vocational Testing and Counselling

**Manuals**

Student Handbook

# SIR SANDFORD FLEMING COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
Sir Sandford Fleming College of Applied Arts and  
Technology  
Brealey Drive  
Peterborough, Ontario  
K9J 7B1  
(705) 749-5530

## Access

Freedom of Information and Privacy Coordinator  
Sir Sandford Fleming College  
Brealey Drive  
Peterborough, Ontario  
K9J 7B1  
(705) 749-5512



A public reading room for the review of manuals and other information is open during regular office hours at Brealey Drive, Peterborough.

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The college's responsibility is to provide a comprehensive learning environment designed to meet and accommodate the diverse needs of students from across Canada, with the primary area of service being Northumberland, Haliburton, Peterborough and Victoria Counties. The college provides education and training, emphasizing vocational and avocational subjects for secondary school graduates and mature students.

The college is governed by a 17-member Board of Governors, which includes the college's President as an ex-officio member and Secretary-Treasurer. The college is organized under the President supported by four senior officers: Vice President, Academic; Executive Director, Student and Staff Development; Executive Director, Finance and Educational Resources; Executive Director, Marketing and Institutional Development. The college has four major campuses, located in Peterborough, Cobourg, Lindsay and Haliburton and six additional buildings -- three in Peterborough and three in Lindsay.

## Academic

The Vice President, Academic, who is also the Senior Academic Officer and Senior Adult Training Officer, is responsible for all academic affairs, including planning, development, delivery and evaluation of full- and part-time

programs in the Schools of Applied Arts and Health, Business, Access and Part-Time Studies, Natural Resources, and Technology and Law. Each School is administered by a Dean. The Schools are located at the two main campus locations - the Sutherland Campus, Peterborough; and the Frost Campus, Lindsay.

## Common Records

Co-op, Work Term, Final Job Placements  
Day Care Registrants  
FUTURES Program Applicants and Participants  
Innovation Centre Clients, Registrants and Users  
Ontario Basic Skills Program Trainees  
Ontario Training Incentive Program Trainees  
Professional Development  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

## Board of Governors

The Board of Governors is appointed by the Council of Regents and establishes college policies and provides corporate direction. The board is organized into five standing committees: Executive, Finance and Property, Academic and Student Affairs, Audit and Operational Review.

## General Classes or Types of Records

Bylaws  
Minutes of Board and Standing Committees  
Policies

## Finance and Educational Resources

This area provides financial services, including budget administration, accounting, auditing and planning support. The division is also responsible for the college's Administrative Computer Services, the Management Information System, Physical Resources, Educational Resources, Purchasing and other ancillary services such as Bookstore, Printing, Telecommunication System, Shipping and Receiving.

## Common Records

Employee Personnel, Payroll and Benefits Records  
Graduate and Alumni Records  
Library Users Lists  
Parking Records  
Student Registration and Academic History  
Travel/Expense Accounts



## Marketing and Institutional Development

This area has responsibility for internal and external communications, publications, media relations, advertising, graphics, program review/development, research, analysis, alumni, government outreach, fundraising, international brokering, placement and liaison.

### Common Records

Co-op, Work Term, Final Job Placements  
Graduate and Alumni Records

## President's Office

Appointed by and responsible to the Board of Governors, the President is the Chief Executive Officer responsible for managing the business affairs of the college. The President's Office provides administrative support to the Board of Governors and the President, and directs strategic planning activities and operational reviews. Reporting to the President is the College Registrar. This area has responsibility for admissions, registration, financial aid, awards, bursaries, convocation and timetabling.

### Common Records

Board of Governors Membership  
Graduate and Alumni Records  
Ontario Student Assistance Program  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Registration and Academic History

### General Classes or Types of Records

Minutes of President's Executive Committee

### Manuals

College Policy Manual

## Student and Staff Development

This area has responsibility for providing a full range of services to students, including admissions, registrations, placement, counselling, financial aid, awards, bursaries and student life. In addition, the division provides services to staff in the areas of employment equity, personnel services, professional development and freedom of information.

### Common Records

Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Health and Medical Records  
Job Competitions and Applications

Litigation Files

Ombudsman/Human Rights Commission

Performance Management

Professional Development

Student Athletics and Fitness Programs

Student Counselling

Teacher Workload Records (Standard Workload Form)

Vocational Testing and Counselling

Workers' Compensation

Workplace Discrimination and Harassment Prevention Program

# SOLICITOR GENERAL AND CORRECTIONAL SERVICES

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## Head

Solicitor General and Minister of Correctional Services  
175 Bloor St. E., 4th Floor  
Toronto, Ontario  
M4W 3R8  
(416) 326-5075

## Access

Freedom of Information and Privacy Coordinator  
Ministry of the Solicitor General and Correctional Services  
200 First Avenue West, 4th Floor  
North Bay, Ontario  
P1B 9M3  
(705) 494-3080

A public reading room for the review of manuals and other information is open during regular office hours on the fourth floor at 200 First Avenue West, North Bay.

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The Ministry of the Solicitor General and the Ministry of Correctional Services were integrated to form the new Ministry of the Solicitor General and Correctional Services on February 3, 1993.

The ministry has responsibility for police services, public safety and security, the operation of correctional facilities and the provision of probation and parole services in Ontario for adult male and female offenders, and phase II young offenders.

The ministry fulfils these functions through the work of the Ontario Provincial Police, the Ontario Civilian Commission on Police Services, the Ontario Police Arbitration Commission, the Centre of Forensic Sciences, the Chief Coroner's Office, the Forensic Pathology Unit, the Office of the Fire Marshal, Emergency Measures Ontario, the Ontario Board of Parole and the Correctional Services Division.

## Common Records

CORPAY  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act  
Requests  
Grievances and Applications  
Health and Medical Records  
Identity/Employee Card  
Job Competitions and Applications

## Deputy Minister's Office

### Communications Branch

The Communications Branch functions as an adviser to senior management in all areas of corporate communications policy and planning. In addition to specialized issues and correspondence coordination functions, the branch provides communications services for all divisions of the ministry. The branch supports ministry programs and policies by providing information to the public and the media in English and French through ministry statements, media releases, speeches, public service announcements and audio-visual education materials. The branch distributes pamphlets and public information on such topics as neighbourhood watch, victim and witness assistance, crime and fire prevention.

Interviews and media conferences are arranged through the branch for the Solicitor General and Minister of Correctional Services, and senior ministry officials. Media relations services are provided for all ministry divisions as well as distribution of ministry announcement information.

For general information on ministry programs, telephone 416-326-5000.

### General Classes or Types of Records

Briefing Notes  
Communications Plans  
Correspondence  
Information Concerning Internal and External Communications  
Ministry Events  
News Releases  
Speeches

### Independent Investigations Unit

The Independent Investigations Unit (IIU) is responsible for investigating complaints of workplace discrimination and harassment within the Ministry of the Solicitor General and Correctional Services in accordance with the Ontario Public Service (OPS) Workplace Discrimination and Harassment Prevention Directive, as well as complaints of sexual impropriety under the Correctional Services Act (i.e., sexual impropriety by employees towards clients who are, and former clients who were, residents of ministry correctional or detention centres, or recipients of ministry probation or parole services. "Employees" will include ministry staff and staff of agencies or companies with which the ministry is contracting for services).

### Legal Services Branch

The Legal Services Branch counsels the ministry on the interpretation of statutes and regulations, and the preparation



and review of proposed legislation, regulations, contracts and other legal documents. It supplies general legal services such as preparing litigation, settling claims, providing legal opinions, appearing at court hearings, administrative tribunals and inquests. It also acts as legal counsel for the Ontario Board of Parole and the Animal Care Review Board. The branch is staffed by employees of the Attorney General's Office. A Legal Services office is also located at 777 Memorial Avenue, Lincoln M. Alexander Bldg., Orillia L3V 7V3 (705-329-6181).

#### **General Classes or Types of Records**

Contracts and Agreements  
Correspondence  
Litigation Documents  
Opinions

### **Corporate Services Division**

The Corporate Services Division provides leadership and support services in the areas of human resources management, financial and administrative services, resource planning, operational review and audit, freedom of information and protection of privacy, and staff training and development for the ministry.

The division also conducts investigations under the mandate of the Ministry of Correctional Services Act, and ensures that the controllership function of the ministry is adequately performed.

#### **Bell Cairn Staff Development Centre**

Bell Cairn Staff Development Centre provides training and development programs, together with advice and support for all ministry staff, and some training for private correctional agencies under contract to the ministry. This includes basic training for correctional, probation and parole officers, in addition to a wide range of professional development and management training programs. The centre has produced a variety of training materials and guide books which are available to training personnel from other ministries.

#### **General Classes or Types of Records**

Advanced Correctional Officer Basic Training Records  
Management Development Training Records  
Ontario Board of Parole Training Records  
Probation and Parole Basic Training Records  
Probationary Correction Officer Basic Training Records  
Professional Development Training Records  
Residential Services Training Records

### **Financial and Administrative Services Branch**

The Financial and Administrative Services Branch has ministry-wide responsibility for all financial and administrative services through the following sections:

Administrative Services (705-494-3170) North Bay and (705-329-6830) Orillia provides mail and messenger services, stationery and printed forms for the ministry, fleet management, stock in stores and warehouse/moveable assets management.

Revenue and Receivables (705-494-3110) is responsible for the control of ministry revenues and funds receivable.

Payables (705-494-3120) provides accounting services for all expenditures including accounts payable.

Purchasing Services (705-494-3157) North Bay and (705-329-6835) Orillia procures goods and services for the ministry and supports the delegated purchasing authorities.

Budget and Financial Reporting (705-494-3107) produces financial reports summarizing the ministry's financial position and prepares claims under federal/provincial agreements.

Financial Policies and Procedures (705-494-3257) develops operating policies, procedures and standards for ministry financial systems.

Accommodation and Capital Planning Services (705-329-6800) coordinates services for building, properties, leasing and parking requirements for the ministry and agencies.

Support Services (705-494-3103) provides administrative, clerical and systems support services to the branch.

#### **Common Records**

Freedom of Information and Protection of Privacy Act  
Requests

#### **General Classes or Types of Records**

Accommodation, Construction and Maintenance of  
Correctional Facilities  
Audit Reports  
Correctional Agencies and Facilities  
Correctional Research and Evaluation Records and Statistics

#### **Manuals**

Administrative and Financial Policy and Procedures Vol.1 -  
Finance  
Audit Manual  
Business Correspondence and File Plan  
CRC Policy and Procedures Manual

Correspondence Styles and Standards  
Delegations of Authority  
Expenditure and Revenue Coding  
Freedom of Information and Protection of Privacy Policy  
and Procedures Manual  
Purchasing

#### **Personal Information Banks**

##### Finance Records

Location: Financial and Administrative Services Branch.  
Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, as amended; R.R.O. 1980, Reg. 881, as amended; Financial Administration Act, R.S.O. 1990, c.F.12, as amended; Ministry of Treasury and Economics Act, R.S.O. 1990, c.M.37. Information Maintained: Name, deductions, earnings, hours worked, overtime/shift premium hours, particulars of goods or services, social insurance number, travel and other expenses of employees, work location. Uses: Payroll preparation; payment or reimbursement to vendors and employees. Users: Ministry administrative and financial staff. Individuals in Bank: Employees, vendors of supplies and services. Retention and Disposal: Two to seven years, then destroyed.

#### **Freedom of Information and Protection of Privacy Services**

The Freedom of Information and Protection of Privacy Services office responds to requests for access to records made under the Freedom of Information and Protection of Privacy Act and to privacy complaints made to the Information and Privacy Commissioner/Ontario. Responsibilities include developing policies, procedures and guidelines, dealing with appeal and mediation processes, and ensuring adherence to privacy provisions and other legislative requirements of the Act.

##### **Common Records**

Freedom of Information and Protection of Privacy Act  
Requests

#### **Human Resources Branch**

The Human Resources Branch administers the total personnel function of the ministry, including personnel services for the Ontario Provincial Police. Services are provided by personnel administrators in the ministry's head office and at the regional locations listed below. The branch is responsible for the establishment of ministry personnel policies and procedures, executive development, training and staff development, payroll, administration of appropriate classification and compensation level for ministry employees, coordination of competitions, staff planning. The branch is also responsible for benefits counselling, employee relations committees, interpretation of agreements, discipline process, grievances, OPP Peer

Support Program, psychological services, occupational health and safety, chaplaincy services, documentations and rehabilitation programs, attendance records and management and Employee Assistance Programs. French Language Services for the ministry is coordinated from this branch. It also serves as a liaison between the ministry and the Management Board Secretariat, the Ontario Public Service Employees Union (OPSEU) and the Ontario Provincial Police Association.

The branch operates special employment programs such as summer youth employment for students. It also provides leadership with respect to the ministry's Equal Opportunity activities.

Uniform Staffing and Development is responsible for uniform recruitment, deployment, staff development and the promotional process within the Ontario Provincial Police (OPP); Administrative Support is responsible for civilian and OPP employee records, reception and other administrative functions.

##### **Common Records**

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act  
Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

##### **General Classes or Types of Records**

Staff Training Material

##### **Manuals**

Directives and Guidelines Human Resources  
Human Resources Management Manual  
Personnel Policies and Procedures  
Policy and Procedure for Educational Leave and/or  
Assistance

##### **Personal Information Banks**

##### Employee Application Records - OPP

Location: Human Resources Branch. Legal Authority: Police Services Act, R.S.O. 1990, c.15, s.43. Information Maintained: Name, application-related documents, candidate assessments, standard correspondence, written examination



results. Uses: Determine suitability for engagement as a constable. Users: Human Resources Branch staff, OPP senior management. Individuals in Bank: Applicants for constable in the OPP. Retention and Disposal: One to 5 years, then destroyed.

#### Grievances - Ontario Provincial Police Association (OPPA)

Location: Human Resources Branch. Legal Authority:

Police Services Act, R.S.O. 1990, c.P.15, s.17(2).

Information Maintained: Name, correspondence, final decisions concerning grievances, notification. Uses: Resolve grievances submitted under the OPPA Memorandum of Understanding. Users: Staff at all levels of the grievance process up to the Ontario Provincial Police Grievance Board and ministry staff as required. Individuals in Bank: Members of the OPPA bargaining unit submitting formal grievances. Retention and Disposal: Not determined.

### **Operational Review, Audit and Investigations Branch**

The Operational Review, Audit and Investigations Branch consists of two sections: Comprehensive Audits, and Program Review and Investigations.

The Comprehensive Audit section conducts reviews of ministry management and program delivery practices, and undertakes financial and administrative audits.

The Program Review and Investigations section is responsible for operational reviews of Ontario Provincial Police (OPP) detachments, security in correctional facilities and conducts investigations of major incidents involving ministry staff or offenders.

#### **General Classes or Types of Records**

Audit/Operational Reviews Reports

Investigation Reports

#### **Manuals**

Audit Manual

#### **Personal Information Banks**

##### Investigation Files

Location: Operational Review, Audit and Investigations Branch. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended; R.R.O. 1990, Reg. 778 and Reg. 779, as amended. Information Maintained: Name, criminal history, date of birth, education, family and medical information, statement taken under oath. Uses: Provide evidence/information for disciplinary action, inquests, court proceedings and civil litigation. Users: Investigation Section staff, senior ministry officials, Legal Branch staff. Individuals in Bank: Employees and ministry clients. Retention and Disposal: Ten years, then destroyed subject to selection by Archives.

### **Resources Planning Unit**

Resources Planning provides corporate financial planning, consulting and advisory services, corporate expenditure management, including the preparation of annual estimates and resource allocations. Responsibilities include preparation of the Estimates Briefing Book; preparation of briefing notes for Minister and Deputy Minister; liaison with central agencies to respond to requests from Management Board and Cabinet Office, and to keep central agencies apprised and current on ministry issues, priorities and funding requirements, and to support and negotiate specific ministry-funding requirements through preparation of Management Board submissions; customer support in areas of financial planning, estimates preparation, policy and program development, efficiency analysis, issues/pressures identification and resolution, and resource allocation to individual cost centres; preparation of multi-year capital plans and quarterly capital reports on ministry's capital projects; corporate expenditure management services to the Deputy Minister and senior ministry management, including cashflow analysis, expenditure forecasting, identification of potential surpluses/deficits and recommendations of fiscal strategy; preparation of the Annual Report on Adult Correctional Services and liaison with the Canadian Centre for Justice Statistics.

#### **General Classes or Types of Records**

Briefing Notes

Correspondence

Estimates Submissions

Financial Analysis

Treasury Board Submissions

### **Correctional Services Division**

The Correctional Services Division is headed by an Assistant Deputy Minister with field operations administered by four regional offices located throughout the province. The Correctional Services Division provides management, professional and consultative services to both institutional and community correctional programs for adult and young offenders (16 and 17 year-olds). As part of its commitment to community corrections, it contracts with private community agencies to provide resource centres for selected adult offenders and open custody and detention for young offenders.

Ministry operations include administration of Ontario's 45 adult institutions, comprising 9 correctional centres, 4 of which include treatment units: Millbrook Correctional Centre (CC), Guelph Assessment and Treatment Unit (GATU), Vanier Centre for Women and Rideau (CC); and 2 of which include detention centres: Mimico Detention Centre (DC) and Maplehurst (DC); 2 exclusive treatment centres (Ontario Correctional Institute and the Northern

Treatment Centre); 9 detention centres, one of which includes a treatment unit: Francophone Treatment Unit at the Ottawa-Carleton (DC); 25 jails, one of which combines with a correctional centre to form part of the Monteith Complex; 17 secure custody/detention young offender facilities comprising: 4 stand-alone youth centres, e.g. Brookside Youth Centre (YC), and Bluewater (YC); 13 young offender units within adult institutions; and 53 open custody residences; 134 probation offices comprising 40 area offices (i.e., where an area manager is based); and 94 satellite offices (i.e., under the supervision of one of the 40 area managers).

Jails and detention centres provide short-term, secure custody for persons awaiting trial or sentencing, being held for immigration hearings or deportation, serving relatively short or intermittent sentences and awaiting transfer to other Ontario correctional institutions and federal institutions. Programs are directed to the relatively short-term needs of offenders and focus primarily on basic educational upgrading and life skills. Correctional centres provide a variety of programs for longer-term offenders in minimum, medium, or maximum security settings. Probation and parole officers work closely with all courts of criminal jurisdiction in Ontario and with the Ontario Board of Parole (OBP). Probation and parole staff supply pre-sentence, pre-disposition and progress reports to judges, pre-parole reports to the OBP; and supervision and assistance to probationers, offenders on parole, young offenders and former offenders who need assistance after release from correctional institutions. Staff offers counselling and guidance in life skills, alcohol and substance abuse, job search techniques, stress management and interpersonal skills.

### General Classes or Types of Records

- Academic and Vocational Programs
- Community Programs
- Community Residential Agencies/Agreements
- Community Resource Centres
- Health Care Program
- Industrial Program
- Information Guide for Adult Offenders in Ontario Provincial Correctional Institutions
- Institutional Administration and Security Control Records
- Institutional Programs
- Open and Secure Custody Facilities for Young Offenders
- Probation and Parole Administration Records
- Recreation Program
- Social Work Program
- Volunteer Program

### Personal Information Banks

#### Correctional Clinical/Treatment Records

Location: Correctional Services Division. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended; R.R.O. 1990, Reg. 778 and Reg. 779, as amended. Information Maintained: Name, age or date of birth, clinical/treatment data, medication ordered and provided, results of medical examination. Uses: Assist authorized personnel in administering required medical/clinical services to inmates. Users: Medical/Clinical personnel. Individuals in Bank: Inmates. Retention and Disposal: Fifty years, then destroyed.

#### Institutional Administration and Control Records

Location: Correctional Services Division. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended, Parts I and II; R.R.O. 1990, Reg. 778, as amended, Part I. Information Maintained: Name, admissions, allowances and remissions earned, classification, correspondence control, court appearances, date and nature of activities including reminders, fines, incident and misconduct reports, medication/drug usage or administration, records of belongings, reference number, releases, trust accounts of personal funds, visitors' registers, volunteer attendance. Uses: Control and document all matters regarding offenders including court appearances, sentence administration, health care, their belongings and visitors. Users: Institutional program managers; administrative, classification and professional staff; ministry investigators; court and police officials. Individuals in Bank: Inmates, staff, visitors, correspondents, volunteers. Retention and Disposal: Paper retained up to 12 years, then destroyed; selected records to archives; computer records periodically purged.

#### Probation and Parole Administration and Control

Location: Correctional Services Division. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended, Parts I, III and IV; R.R.O. 1990, Reg. 778, as amended, Part II. Information Maintained: Names, brief offence particulars, lists/registers of clients indicating supervisory probation, reason for supervision, reference numbers. Uses: Control and document all matters concerning clients; update records. Users: Probation and parole officers, administrative and support staff. Individuals in Bank: Probation and parole officers, probationers, parolees. Retention and Disposal: Paper retained up to 3 years, then destroyed; computer records periodically purged.

#### Probation and Parole Case Files

Location: Correctional Services Division. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended, Parts I, III and IV; R.R.O. 1990, Reg. 778, as amended, Part II. Information Maintained: Name, address, date and place of birth, education, employment, marital



status, nationality, offence and sentence particulars. Uses: Assist in supervising probationers and parolees. Users: Probation and parole officers, support staff, research personnel. Individuals in Bank: Individuals placed on probation by the courts and institutional inmates placed on parole by the Ontario Board of Parole. Retention and Disposal: Paper retained 3 years after year in which file is closed, then destroyed; selected records to archives.

#### Volunteer Records

Location: Correctional Services Division. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended. Information Maintained: Name, address, application, education, employment, evaluations and observations by staff and others, oath of confidentiality, period of service, photograph, reference letters, resume, training/placement and duties records. Uses: Document all matters related to unpaid volunteers providing services to the ministry. Users: Volunteer program coordinators, administrative and support staff. Individuals in Bank: Individuals providing service to the ministry without remuneration. Retention and Disposal: Three years, then destroyed.

#### Young Offenders' Files

Location: Correctional Services Division. Legal Authority: Young Offenders Act (Canada); Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended, Parts I and V. Information Maintained: Name, action and progress reports, date of birth, education, family and medical information, legal documents, offence particulars, periods of control. Uses: Plan for and monitor the progress of young offenders' return to community environment. Users: Superintendents, probation and parole officers, administrative and custody facility staff. Individuals in Bank: Young offenders aged 16-17. Retention and Disposal: Paper retained 10 years following year of release, then transferred to archives.

### **Information Management Unit**

The Information Management Unit (IMU) reports directly to the Assistant Deputy Minister (ADM), Correctional Services Division (Division). The ADM Office is organized into two broad areas of responsibility: the Management of Division Issues located in Toronto and the Management of Information located in North Bay. The IMU comprises the latter area.

While reporting to the ADM, the IMU liaises on a daily basis with the Deputy Minister's Office, Contentious Issues Coordination Unit of the ministry's Communications Branch, the Operational Support and Coordination Branch of the division, Regional Offices, correctional facilities and probation and parole offices. It is responsible for the research and preparation of briefing materials on contentious operational issues and the research and preparation of all

correspondence on operational issues within the division. As well, it is responsible for liaising with Correctional Services Canada in preparing materials for the Deputy Minister and ADM for the twice yearly, Canada-wide, Heads of Corrections meetings.

The IMU also performs a coordinating role in the preparation of materials in response to inquiries, commissions and inquests with respect to divisional matters.

### **Operational Support and Coordination Branch**

The Operational Support and Coordination Branch coordinates and provides operational support for the development and implementation of institutional and community correctional programs. This includes the design and development of policies, standards and procedures. Activities monitored and/or coordinated include health care, recreation, industrial programs, substance abuse education, Native services, multi-cultural programs, family violence initiatives and anti-racism coordination.

Clients include all adults and young offenders sentenced to either a period of incarceration or placed on community supervision.

The branch's five sections are: Adult Community Services, Adult Institutional Services, Young Offender Services, Offender Classification and Transfer and Technology Coordination.

#### **General Classes or Types of Records**

Bailiff Vehicle Records  
Chaplaincy Records  
Food Service Contracts, Menus and Statistics  
Policy and Procedures Development and Proposals

#### **Manuals**

Adult Institutions - Policy and Procedures  
CRC Policy and Procedures Manual  
Food Services  
Guidelines and Procedures for Contract Staff  
Information Guide for Adult Offenders in Ontario Provincial Correctional Institutions  
Library Policies and Procedures  
Local Institutional Standing Orders  
Policy and Procedures for Provincial Bailiffs  
Probation and Parole Policy and Procedures  
Probation and Parole Secretarial Manual  
Program and Service Inventory  
Residential Services Standards and Guidelines  
Sentence Administration - Policy and Procedures  
Standards and Procedures (Vols. 1 and 2)  
Volunteer Co-ordinators Procedures Manual  
Young Offenders Act Operational Policy and Procedures

## Personal Information Banks

### Bailiff Inmate Reference Cards and Trip Records

Location: Operational Support and Coordination Branch.

Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended; R.R.O. 1990, Reg. 778 and Reg. 779, as amended. Information Maintained: Name, offences, places of incarceration, potential security/care problems, reference number, sentences. Uses: Quick reference; document transfer of inmates between institutions. Users: Administrative and support staff, project officers, senior bailiffs, auditors, inspectors. Individuals in Bank: Inmates, bailiffs. Retention and Disposal: Two months to two years, then destroyed; computer records periodically purged.

### Inmate Records

Location: Operational Support and Coordination Branch.

Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended, Parts I and II; R.R.O. 1990, Reg. 778, as amended, Part I. Information Maintained: Name, RCMP fingerprint reference codes, allowances, any related correspondence, assessments, classification, date of birth, education, employment history, entitlements such as remission, names and addresses of next-of-kin, offence and sentence data, physical description, record of belongings, reports. Uses: Identify inmates; assist in their placement in rehabilitation programs; ensure adherence to court sentences. Users: Institutional program managers, administrative, classification and professional staff, ministry investigators. Individuals in Bank: Inmates. Retention and Disposal: Paper retained 10 years following year of release, then destroyed or transferred to archives; selected computer records purged periodically according to established criteria and procedures.

## Adult Community Services Section

The Adult Community Services Section develops, reviews and revises policies and procedures for the supervision of adult clients on probation and parole. It also provides coordination and consultation to regional and field personnel in the development and operation of correctional programs for adult offenders in the community.

Some of the programs/services that this section develops/monitors include Bail Programs, Adult Diversion, Community Access Programs, Restitution, Multi-Cultural/Anti-Racism Initiatives and Social Work Services.

## Adult Institutional Services Section

The Adult Institutional Services Section provides effective policy development and analysis, program development and coordination, and consultation to regional and field

personnel and a wide range of services for adult offenders in ministry correctional facilities.

Some of the programs/services that this section develops/monitors include Temporary Absence Programs, Chaplaincy Services, Recreation, Discharge Planning, Library Services, Female Offender Issues, as well as programs to prevent Violence Against Women, Food and Nutrition Services and Trilcor, which provides work and on-the-job training for inmates in correctional institutions.

## Offender Classification and Transfer Section

The Offender Classification and Transfer Section is responsible for the classification and reclassification of adult offenders to correctional settings that most appropriately meet their program and custodial needs. The section also manages penitentiary placement, Canadian Police Information Centre (CPIC) authorization, interprovincial and international transfers, and provides training, advice and consultation to institutional staff in the classification transfer process.

## Technology Coordination Unit

The Technology Coordination Unit provides technology planning and support services to increase the use of technology in the Correctional Services Division and ensures that the maximum benefits are derived from technology investments. It also provides advice and support to the Assistant Deputy Minister, Correctional Services Division; divisional managers and staff; and the Information Resources Division on technology matters affecting the Correctional Services Division.

## Young Offender Services

Young Offender Services develops corporate strategies pertaining to the Young Offenders Act and develops and implements policies and programs to ensure that services delivered to young persons in the care of the ministry are in keeping with the principles of the Act.

## Information Resources Division

The Information Resources Division is responsible for the development, implementation and maintenance of information technology solutions to increase the efficiency and effectiveness of the ministry and the client groups it services, through the proper deployment and utilization of information technology resources.

### General Classes or Types of Records

Information Technology Strategic Plan  
Systems Documentation and Project Plans



## Manuals

Business Correspondence and File Plan - Corrections  
Correspondence Styles and Standards  
Information Technology Security Guidelines  
OMPAC Manual  
Offender Management System - Training Guide  
Records Maintenance - Solicitor General

## Computer Operations and Telecommunications Branch

The Computer Operations and Telecommunications Branch provides the following services: operation of the ministry data centres, in Orillia and North Bay. These provide 24 hour-a-day, 7 days-a-week computer access to police forces, ambulance services and correctional institutions across the province; management of the province-wide network of communications, which allows access to the data centres and to electronic mail; an Information Technology Help Desk, providing problem resolution to all computer users in the ministry; and a radio telecommunications consulting service to municipal police forces.

## Information Management Services Branch

The Information Management Services Branch is responsible for the development and maintenance of the Information Resources Strategic Plan, its annual Operational Plan and the development of Executive Information Systems. It facilitates the implementation of the ministry's information architecture by providing business/data modelling and database design services to the application development projects. The branch is also responsible for development of information policy and standards covering all aspects of information management, and the provision of records forms and manuals management services to all areas of the ministry.

## Information Technology Customer Services Branch

The Information Technology Customer Services Branch provides IT training, office automation, PC and LAN implementation and support, development services for administrative systems and development services for small local systems. The customers of the branch are all areas of the ministry, plus many municipal police services.

## Information Technology Development Branch

The Information Technology Development Branch is responsible for the development, maintenance and support of information technology business applications. The branch's mandate is to promote opportunities for business re-engineering through the creative use of information

technology. Applications responsibilities include police and ambulance dispatch, police records management, coroner and offender management systems.

## Ontario Provincial Police Commissioner's Office

The Commissioner is responsible for the operations, administration and strategic direction of the Ontario Provincial Police (OPP).

The Office of the Commissioner addresses major issues involving the OPP, develops executive correspondence, administer special constable appointments, provides strategic direction and includes the OPP Adjudicator, Media Relations Unit and OPP Relocation Project.

### Personal Information Banks

Special Constables Appointed by the Commissioner of the OPP

Location: Ontario Provincial Police Commissioner's Office.

Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.53, Part IV. Information Maintained: Name, address, branch or agency making the request, date of birth, education, employment history, reasons for requesting special constable authority, sex. Uses: Determine suitability for appointment as a special constable; maintain a record of appointees. Users: OPP senior management. Individuals in Bank: Individuals applying for status as special constables. Retention and Disposal: Twenty years after termination of appointment, then destroyed.

### Media Relations Unit

Media Relations Unit provides media outlets with a contact point for inquiries and information on the Ontario Provincial Police (OPP). It issues news releases, arranges news conferences and liaises between OPP members and the media. The unit also designs programs for better communication with the media, advises senior OPP management on media issues and formulates media training sessions for members. The OPP Review magazine, intended for in-house distribution, is produced by this unit.

### General Classes or Types of Records

OPP News Releases  
OPP Review Magazine

## Provincial Command - Corporate Support (Deputy Commissioner)

The command is comprised of six bureaus and five other organizational units providing corporate leadership and support to the OPP. The six bureaus are: First Nations and

Contract Policing Bureau, Operational Policy and Support Bureau, Traffic and Marine Safety Bureau, Professional Standards Bureau, Infrastructure Support Bureau and Organizational Development Bureau. The five organizational units are: Organizational Renewal Project, Community Policing Development Centre, Chief Provincial Firearms Office, Budget Coordination and Auxiliary Policing Executive Committee.

(This new command replaces the former Services Command.)

## Chief Provincial Firearms Office

The Chief Provincial Firearms Officer represents the Solicitor General in all firearms matters and administers Canada's gun-control program in Ontario. Responsibilities include operating the Firearms Business Permit System (inspection and licensing of all outlets buying, selling or manufacturing restricted and non-restricted weapons and ammunition); coordinating the Firearms Acquisition Certificate System (FAC) for the province; and inspecting shooting clubs, ranges and museums that have applied for the Solicitor General's approval pursuant to the Criminal Code (Canada). The office is also responsible for issuing permits to carry restricted weapons in Ontario, as outlined in the Criminal Code (Canada). Permits to carry/transport restricted weapons are issued by municipal police forces in municipalities with populations exceeding 15,000. In smaller communities, this function is the responsibility of the local Ontario Provincial Police (OPP) Detachment, listed under the OPP Field Regions entry.

The office administers the 1991 federal legislation of controlling all persons and companies that manufacture, handle, distribute, transport, refurbish, import and export weapons defined as prohibited under the Criminal Code.

The office is responsible for the provincial FAC processing centre.

This office provides provincial firearms guidelines to meet the needs of the National Firearms Manual to police services, dealers, clubs and other interested firearms and sporting groups.

### Personal Information Banks

#### Firearms - Business Files

Location: Chief Provincial Firearms Office. Legal Authority: Criminal Code (Canada), R.S.C. 1991, c.C.40 and an Act Respecting Manufacturing and Transportation of Certain Weapons, R.S.O. 1990, c.C.21; Firearms Business c.C.40; Firearms Museums c.C.40; Manufacturing and Transport of Prohibited Weapons Including Import and Export c.C.40 and c.21. Information Maintained: Name, date of birth, estimate of business volume, exempted persons,

failed/successful applicants for designation for industrial purposes, federal letter of authorization for manufacturers, fee charged, letter of permission from local authority, refused or revoked, residence and business addresses, trade name, type and acceptability of records and security maintained, type of permit issued. Uses: Enforce gun control legislation in Ontario; control sale and distribution of firearms and other weapons; determine eligibility; control movement and storage of all prohibited weapons for import, export, repair and manufacture in Ontario by the Solicitor General designating all persons who have reason to be involved; investigation of business permit breaches. Users: Chief Provincial Firearms Officer, CPFO staff, investigating local police. Individuals in Bank: Failed and successful applicants who supply information to assist the organization they represent. Retention and Disposal: Upon closure, to microfilm and destroyed after five years.

#### Firearms - Persons Files

Location: Chief Provincial Firearms Office. Legal Authority: Criminal Code of Canada, R.S.C. 1991, c.C.40; Firearms Acquisition Permits, s.112; Carry Permits, s.110; Shooting Club and members s.109 and 110; Firearms Ranges s.109 and 110. Information Maintained: Name, address, applications, applications for permits to carry/transport/convey restricted weapons, approval by the Solicitor General, approval of the registrar for private ranges, date of birth, documentation on prohibitions, firearms acquisition certificates, investigation and occurrence reports held in club, names of club instructors, occupation, private range applicants, refusals and revocations of certificates and permits, sex, subject and level of instruction, users and members eligible for permits. Uses: Administer and enforce firearms control legislation; determine eligibility of individuals and clubs for permit or designation law enforcement and investigators. Users: Local firearms officers, local registrars of firearms, Firearms Section staff, police investigation, Chief Provincial Firearms Office audit staff. Individuals in Bank: Approved and failed applicants of any process, shooting club members and organization officials. Retention and Disposal: Five years plus current, then destroyed.

## Community Policing Development Centre

The Community Policing Development Centre is a research entity committed to assisting with the operationalization of community policing within the Ontario Provincial Police (OPP).

This facilitation is accomplished by: enhancing the OPP's ability to do problem solving in partnership with the community; serving as a resource for improved service delivery; promoting the development of a learning organization; enhancing the capacity of the OPP to assess its role in policing, and to select and implement the most



effective community policing strategies and programs; monitoring, assessing and evaluating current community policing and problem-solving efforts within the OPP in order to identify best practices; identifying best practices in community policing from other police services and communities or agencies, and to promote their reliance for the OPP; to serve as a catalyst for the design, implementation and delivery of community policing practices within the OPP.

### Personal Information Banks

#### Auxiliary Police - OPP

Location: Community Policing Development Centre. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.52. Information Maintained: Name, activity reports, appraisals, character references, date of birth, education, employment history, home address, other information relating to engagement, service or severance, security clearance information, sex, training records. Uses: Evaluate eligibility for continued service. Users: Field Coordination Branch staff, OPP senior management. Individuals in Bank: Individuals serving as OPP auxiliary police. Retention and Disposal: Six months to 10 years, then transferred to archives (maximum 20 years).

### Operations Section

The Operations Section contains the Community Policing Services Unit and develops and administers crime prevention and safety programs for the Ontario Provincial Police. This section also contains the Citizen Support Unit, Auxiliary Police Unit, District/Detachment Planning and Crime Stoppers.

### First Nations and Contract Policing Bureau

The bureau is responsible for the administration of the Ontario First Nations Policing Program and the development and servicing of contracts with communities for the provision of Municipal Police Services by the Ontario Provincial Police (OPP).

### Personal Information Banks

#### First Nations Constables

Location: First Nations and Contract Policing Bureau. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.17, s.19-554.; Ontario First Nations Policing Agreement 1991-1996. Information Maintained: Name, application and engagement documents, benefits entitlements, courses, date of birth, employment history, home address, insurance coverage, pay and allowances, performance reviews and appraisals, personal certificates, related correspondence, sex, statements of injuries. Uses: Administer the First Nations Policing Program. Users: First Nations and Contract Policing Program staff, district commanders, ministry staff involved

in the First Nations Policing Program. Individuals in Bank: Current and former First Nations special constables, guards and matrons, caretakers, clerical staff. Retention and Disposal: Two years plus current year.

### Infrastructure Support Bureau

The Infrastructure Support Bureau is responsible for the overall management and operation of the following sections: General Headquarters (GHQ) Services Section, Information and Technology Services Section, Supply Section, Telecommunications Section and Transport Section.

### General Headquarters (GHQ) Services Section

The General Headquarters (GHQ) Services Section is responsible for the following: Records Section, Operations Unit and Cartography Unit.

The Records Section maintains administrative files, and provides central operational support to the Ontario Provincial Police (OPP) and other government agencies. This section operates an administrative records centre (705-329-7644), printing operation centre (705-329-7531), records enquiry service (705-329-7637) and publishing desk (705-329-7642).

In the Operations Unit, the General Headquarters (GHQ) Duty Office receives and distributes information about major occurrences to OPP General Headquarters Bureaus and external government agencies 24 hours a day. The Canadian Police Information Centre (CPIC) operations unit coordinates the movement of CPIC terminals and conducts internal audit of the CPIC function.

The Cartography Unit provides the cartography function to address OPP needs.

### Information and Technology Services Section

The Information and Technology Services Section provides expertise and guidance to the Ontario Provincial Police (OPP) within the context of information technology delivery and management. This broad responsibility is formally centered on technology plan preparation; identifying business-based technology opportunities, systems implementation and ongoing local maintenance and support of business operations within the OPP. There are additional responsibilities that require a close liaison in the area of technology with other policing service providers and special interest groups both at the provincial and federal level.

Data Processing records and disseminates operational, statistical and management information to the OPP and approved functions within the ministry.

Other sections include: Audit, Priorities Analysis, Business Solution, Implementation, Systems Operation and Technical Support, Training and Project Management.

### **General Classes or Types of Records**

Agreements (shared use of information systems)

## **Supply Section**

Supply Section stocks and distributes uniforms, equipment and forms used by the Ontario Provincial Police (OPP), the Ontario Government Protective Service, First Nations policing and auxiliary police.

## **Telecommunications Section**

The Telecommunications Section is responsible for the development and management of telecommunications strategies. This includes maintaining a province-wide microwave system, internal telephone network, 16 centrally located communications centres, mobile radio communications and training for Ontario Provincial Police (OPP) field members. In addition, there is the further development of OPP systems in order to provide the necessary support in meeting ongoing needs of the OPP.

### **Personal Information Banks**

#### Telecommunication Records - Tapes

Location: Telecommunications Section. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.42, Part IV. Information Maintained: Radio/phone communications initiated/received in communication centres. Uses: Play back record of emergency calls; administrative and law enforcement purposes; provide evidence for court proceedings. Users: OPP staff, law enforcement agencies, courts. Individuals in Bank: OPP staff, including members of other law enforcement agencies and individuals involved in investigations under the Criminal Code, other federal and provincial statutes or municipal bylaws. Retention and Disposal: One year, then updated.

## **Transport Section**

The Transport Section delivers centralized fleet management services through the provision of an adequate supply of vehicles, vessels, specialized motor vehicle requirements and related equipment to meet the operational needs of the Ontario Provincial Police (OPP). In addition, they provide responsible overall centralized administration of the fleet by tracking and reporting fleet costs, replacement information and prepare and administer adequate programs to effectively maintain the fleet.

### **General Classes or Types of Records**

Equipment Specifications  
Equipment Studies and Requirements  
Fleet Management

### **Personal Information Banks**

#### Collision Claims

Location: Transport Section. Legal Authority: N/A. Information Maintained: Name, badge number, costs, date of occurrence, location, third party name, vehicle number. Uses: Monitor collision/damage claims. Users: OPP locations, insurance companies, third parties, legal representatives, attorney general ministry, insurance and risk management, Legal Branch, Financial and Administration Branch, Ministry of Transportation. Individuals in Bank: Current and former members of the OPP. Retention and Disposal: Two years plus current for closed claims and indefinite for open claims.

#### Supply Records - OPP

Location: Transport Section. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.41. Information Maintained: Name, badge number, service revolver registration and warrant cards, uniform and equipment issued. Uses: Internal administration. Users: Supply Section and field staff. Individuals in Bank: Current and former members of the OPP, ministry staff, individuals retained on contract by the OPP or ministry. Retention and Disposal: Two to 25 years, then destroyed.

## **Operational Policy and Support Bureau**

Operational Policy and Support Bureau consists of five sections: Operational Policy Section, Operational Research Section, Emergency Response Services Section, Auxiliary Policing Section and Community Issues Section. Operational Policy and Support Bureau supports and promotes the OPP's mission, mandate and strategic plans, provides operational research, planning, policy development and statistical analysis. The bureau provides program management and coordination of emergency services and the Auxiliary Policing Program. The bureau is also responsible for the management of the GHQ Library and Museum.

### **General Classes or Types of Records**

Crime-Prevention Measures  
Criminal and Accident Statistics  
Enforcement of Federal and Provincial Statistics  
Equipment Studies and Requirements  
OPP Publications  
Police Activity Summary  
Routine Police Orders  
Traffic Records



## Manuals

Guide for Field Personnel  
OPP Annual Report  
Ontario Provincial Police Orders

## Auxiliary Policing Section

The Auxiliary Policing Program is a community-oriented program. The Auxiliary Policing Program is to provide a fully trained volunteer to perform police duties in special circumstances, including an emergency, that the police officers of the Ontario Provincial Police (OPP) are not sufficiently numerous to deal with.

## Community Issues Section

The Community Issues Section deals with Crime Prevention, Community Services, Victims Issues and Abuse Issues (i.e., elder, child, sexual assault and spousal assault). Presently, our Abuse Issue Coordinator is also the contact coordinator for "Missing Children."

## Emergency Response Services Section

The Emergency Response Services Section provides coordinated emergency services programs in support of operational activities. The section manages eight interrelated programs: Incident Command, Crisis Negotiation, Canine, Tactics and Rescue Units, Explosive Disposal Units, Helicopter Services, Emergency Planning and Emergency Response Teams. Emergency Response Teams have their roles subdivided into five distinct parts: Crowd Management, Search and Rescue, Canine Backup, Containment and VIP/Witness Security.

## General Classes or Types of Records

Emergency Services

## Operational Policy Section

The Operational Policy Section provides operational research and analytical services to the Ontario Provincial Police (OPP). In partnership with clients and other stakeholders, the section develops and communicates Police Orders policies and procedures that support the OPP's strategic plans, community policing philosophy and the efficient and effective delivery of service.

## Operational Research Section

The Operational Research Section is responsible for delivering three primary organizational services, which include: operational planning, statistical analysis and library/museum services. The section examines and evaluates operational issues through a consultative, advisory role for both internal and external clients. The Operational

Research Section meets its mandate by providing professional planning and statistical research services, by serving as a central resource in its delivery of comprehensive library services and by serving as the guardian of the Ontario Provincial Police's (OPP) rich historical past through the management of the OPP Museum.

## Organizational Development Bureau

The Organizational Development Bureau consists of the Human Resources Branch (705-329-6600); Operational Review, Audit and Investigation Branch (705-329-6740); and Provincial Police Academy described in a separate entry.

## Provincial Police Academy

The Provincial Police Academy is responsible for the design and delivery of police training courses (not otherwise provided by the Ontario Police College), including recruitment orientation, skills training and management, to all levels of the Ontario Provincial Police (OPP) Force. The branch also offers a wide range of specialized training courses on tactics, search and rescue, marine, crowd management, scuba, motorcycles, explosives disposal and police dogs; gives in-service lectures for field personnel and coordinates the attendance of all members at training courses conducted by other agencies. The academy has a library service for members and an audio-visual unit that produces a variety of programs for the OPP. In addition, the academy ensures that Ontario government priorities such as multiculturalism, equal opportunity and other programs, are immediately reflected in existing training courses and/or seminars.

## General Classes or Types of Records

Training Programs

## Personal Information Banks

### Courses Administered by the OPP

Location: Provincial Police Academy. Legal Authority: Police Services Act, R.S.O. 1990, s.P.15, s.42(1)(i).

Information Maintained: Name, assessments, examination results, other performance measures, records of achievement and related documents. Uses: Support qualifications for certificates, awards or diplomas; evaluate instructors. Users: Academy and Human Resources Branch staff, OPP senior management, other law enforcement agencies or ministries sending staff. Individuals in Bank: Applicants, persons attending courses administered by the OPP. Retention and Disposal: Not determined.

## Professional Standards Bureau

The Professional Standards Bureau assists the Commissioner in administering internal employee issues, discipline procedures and resolution of public complaints

(705-329-6064) relating to Ontario Provincial Police employees, auxiliary police members, Ontario Government Protective Service employees and First Nations constables. The branch also investigates Police Services Act offences (705-329-6056), prepares Police Services Act trials (705-329-6055) and administers the OPP honours and awards program (705-329-6057).

### **General Classes or Types of Records**

Policing Responsibilities

### **Personal Information Banks**

#### Discipline - OPP

Location: Professional Standards Bureau. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15 s.17, 18 and 19. Information Maintained: Name, internal and external correspondence concerning a member's conduct, investigation record of possible misconduct, legal opinions, notices of disciplinary action, testimony by witnesses. Uses: Investigate infractions; adjudicate disciplinary action. Users: Professional Standards Branch staff, OPP senior management. Individuals in Bank: OPP members who are or have been the subject of an internal investigation. Retention and Disposal: Three years, then transferred to archives for eight years.

#### Honours and Awards - Police and Civilian Personnel

Location: Professional Standards Bureau. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.17, 18 and 19. Information Maintained: Eligibility assessments, recommendations. Uses: Determine eligibility for a grant, honour or award. Users: Professional Standards Bureau staff, issuing authorities of various honours and awards programs. Individuals in Bank: Individuals recommended for an honour or award by the OPP. Retention and Disposal: Two to 5 years, then to archives.

#### Public Complaints - OPP

Location: Professional Standards Bureau. Legal Authority: Police Services Act, R.S.O. 1990, c.15, s.76. Information Maintained: Service, employees complained about, occurrence reports, public and criminal investigation reports, related correspondence of members and complainants, statements of members, statements of witnesses and complainants. Uses: Investigate public complaints to identify causes and develop remedial measures. Users: Professional Standards Bureau staff, senior management. Individuals in Bank: Individuals making general inquiries or registering complaints against the activity of the OPP or its members. Retention and Disposal: Three years, then transferred to archives for further eight years.

#### Secondary Occupation

Location: Professional Standards Bureau. Legal Authority: Police Services Act, R.S.O. 1990, c.15, s.49. Information Maintained: Name, Commissioner's decisions and any

conditions set on employment, address, addresses of owners, duties and responsibilities of member, financial and operational structure of business, names, nature of business or undertaking, organizational, principals or operators of business stating relationship to member. Uses: Monitor secondary employment of force members. Users: Professional Standards Bureau staff, senior management. Individuals in Bank: OPP members, owners, principals and operators of businesses that have OPP members as owners, principals, operators or managers. Retention and Disposal: Two years, then transferred to archives.

### **Traffic and Marine Safety Bureau**

The Traffic and Marine Safety Bureau provides traffic resource expertise for the Ontario Provincial Police and other police services. Investigations of serious motor vehicle collisions are monitored to ascertain collision causation and determine means to make highways safer. The bureau develops, coordinates and maintains effective and efficient traffic enforcement programs to reduce traffic collisions and associated losses.

Bureau responsibilities include provincial management and coordination of the following programs: Technical Collision Investigation, Breathalyzer/Screening Devices, Radar, Transportation of Dangerous Goods, Marine, Traffic Initiatives and Reduced Impaired Driving Everywhere (RIDE).

### **Provincial Command - Operations (Deputy Commissioner)**

The Provincial Commander, Operations is responsible for the Criminal Investigation Bureau, the Investigation Support Bureau and the six Regional Field Commands; namely, the Regions of Eastern, Central, Greater Toronto, Western, North East and North West.

### **Criminal Investigation Bureau**

The Criminal Investigation Bureau (CIB) is responsible for homicide and major crime investigations in the Ontario Provincial Police (OPP) service jurisdiction. The bureau also assists the OPP, all police services in Ontario and other Ontario government agencies in the investigation of serious criminal activities. The bureau ensures the effective delivery of the CIB function through the following operational sections: Major Case Management, Anti-Rackets, Drug Enforcement, Auto Theft, Pornography and Illegal Gaming.

### **Personal Information Banks**

#### Investigative Case Records

Location: Criminal Investigation Bureau. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.135. Information



**Maintained:** Name, address, copies of court documents (summonses, warrants, etc.), court briefs, criminal records, in some instances, date of birth, exhibit reports, investigation and occurrence reports, statements. **Uses:** Investigate and prosecute offences under the laws of Ontario and Canada; detection, prevention and suppression of crime; policing, law enforcement and administration generally. **Users:** OPP staff, law enforcement agencies, courts, other agencies involved in the administration of justice. **Individuals in Bank:** Individuals involved in investigations under the Criminal Code, federal and provincial statutes or municipal bylaws. **Retention and Disposal:** Three months to 40 years, then destroyed.

## Anti-Rackets Section

The Provincial and Greater Toronto Region Anti-Rackets Sections provide, in their respective areas of responsibility, investigative expertise and leadership in accordance with the mandate of Criminal Investigation Bureau in the area of enterprise crime to OPP locations, municipal police services and provincial government ministries.

Members of the sections act as primary investigators or case managers, providing guidance and direction to police and government regulatory investigators, particularly on matters related to corrupt practices, enterprise crime and the disbursement and accountability of public funds. Services provided include knowledge and expertise in the investigation of large complex fraudulent schemes, the collection, preservation and organization of documentary evidence, the seizure of data and records through the execution of search warrants and computer-based investigative expertise. Additionally, the sections are responsible for coordination and investigation of organized criminal activity in relation to credit cards and government cheques.

## Personal Information Banks

### Investigative Case Records

**Location:** Anti-Rackets Section. **Legal Authority:** Police Services Act, R.S.O. 1990, c.P.15, s.135. **Information Maintained:** Name, address, copies of court documents (summonses, warrants, etc.), court briefs, criminal records, in some instances, date of birth, exhibit reports, investigation and occurrence reports, statements. **Uses:** Investigate and prosecute offences under the laws of Ontario and Canada; detection, prevention and suppression of crime; policing, law enforcement and administration generally. **Users:** OPP staff, law enforcement agencies, courts, other agencies involved in the administration of justice. **Individuals in Bank:** Individuals involved in investigations under the Criminal Code, federal and provincial statutes or municipal bylaws. **Retention and Disposal:** Three months to 40 years, then destroyed.

## Auto Theft Section

The Auto Theft Section provides investigative expertise and leadership in accordance with the mandate of Criminal Investigation Bureau in the area of organized vehicle and heavy equipment theft, and is the lead agency in a provincial initiative to combat organized vehicle theft. Section members provide expert advice, operational assistance, primary investigative response and case management services to OPP field personnel, government ministries and municipal police services upon request. Auto Theft Section maintains technical and operational expertise in the specialized area of vehicle identification and its members are recognized as expert witnesses at judicial proceedings.

## Drug Enforcement Section

The Drug Enforcement Section provides investigative leadership and expertise in accordance with the mandate of Criminal Investigation Bureau and the objectives of the Anti-Drug Management Plan, in the area of illegal drug use. The section is responsible for the management of strategically located permanent joint forces drug units on behalf of the OPP as well as the RCMP and municipal police services. Drug Enforcement Section initiatives seek to suppress the manufacture, sale and distribution of illicit drugs through the involvement, management and coordination of multi-jurisdictional inter-agency operations, street-level drug enforcement and major drug enforcement projects. Section members conduct proceeds-of-crime investigations in accordance with legislation and Federal-Provincial accords. These members are also available to provide assistance to OPP and municipal police services but are primarily responsible for conducting parallel investigations in conjunction with joint forces investigation, street-level drug enforcement and major projects.

Drug Enforcement provides assistance to Crown attorneys, law enforcement and other government agencies.

The section (705-329-6320) administers drug enforcement activities for the force and conducts investigations through units deployed throughout the province. Field Drug Units are located in Kingston (613-546-6621), London (519-675-7780), North Bay (705-495-3895), Orillia (705-325-7419), Ottawa (613-596-4260), Sault Ste. Marie (705-942-8208), Thunder Bay (807-345-7874) and Windsor (519-973-1477).

## Illegal Gaming Section

The Illegal Gaming Section provides investigative expertise and leadership with respect to the detection, investigation and prevention of illegal gambling and disorderly houses as defined in Part 7 of the Criminal Code. This includes the provision of expert advice, operational assistance and case management services to OPP field locations, government

ministries and municipal police services in accordance with the mandate of Criminal Investigation Bureau.

### Major Case Management Section

Positioned at the executive level of the Criminal Investigation Bureau (CIB), Major Case Management Section provides leadership, investigative excellence and major case management in homicide, suspicious death and other serious criminal occurrences to the OPP, municipal police services and provincial government ministries upon request, in accordance with the mandate of CIB. Major Case Management Section is legislated by Section 9(2) of the Coroner's Act to provide assistance to the Coroner in death investigations or inquest, upon request.

The section is responsible for providing advice and expertise in matters involving extradition. In addition, members are called upon to assist special commissions and boards of inquiry. The section is the point of liaison between the OPP and the Special Investigations Unit of the Ministry of the Attorney General.

The section manages the Provincial Weapons Enforcement Unit, a multi-agency partnership established to provide a dedicated and coordinated intelligence and law enforcement response to illegal firearms in Ontario.

### Pornography Section

The Pornography Section provides investigative expertise and leadership in accordance with the mandate of Criminal Investigation Bureau to OPP and municipal police services with respect to the importation, manufacture, distribution and possession of obscene material, including child pornography in all its forms. The scope of the section's mandate broadens beyond the seizure of pornographic material to include the investigation of related criminal offences such as child exploitation and child sexual assaults.

Pornography Section maintains strategic and operational partnerships in Canada and abroad with police and other law enforcement agencies, as well as with Canada Customs, Canada Post, United States Customs and Postal authorities, the Federal Department of Justice, Ontario Film Review Board, Ontario Theatres Branch, Federal Bureau of Investigation and the Vancouver Police Force/RCMP Pornography Unit, in recognition of the multi-jurisdictional and multi-national nature of the illegal trade in pornographic material.

### Investigation Support Bureau

The Investigation Support Bureau is responsible for the delivery of a variety of highly technical operation police functions in support of both OPP and external police agency investigations within the Province of Ontario. The bureau

provides support and expertise through the assignment of resources in the following operational sections: Behavioural Sciences, Electronic Interception, Identification Services, Intelligence, Security and Surveillance.

### Behavioural Sciences Section

The Behavioural Sciences Section provides support to OPP, municipal police and other government agencies in relation to Criminal Profiling, Threat Assessment, Polygraph and the Violent Crime Linkage Analysis System. These services facilitate the early identification and apprehension of offenders. Liaison and joint-training initiatives are maintained with international law enforcement agencies.

### Electronic Interception Section

The Electronic Interception Section supports police investigations by utilizing both audio and video electronic techniques, in accordance with prescribed legislation. Members of this section maintain a high level of expertise and provide assistance, guidance and specialized training to police agencies throughout the province. The ability to defeat security systems and develop technological solutions to investigative problems are integral components of the section function. Liaison with police and private sector agencies is required to address emerging technology.

### Personal Information Banks

#### Finger/Palm Print File

Location: Electronic Interception Section. Legal Authority: Identification of Criminals Act, R.S.C. 1970, c.I-1, s.2.

Information Maintained: Name, date of birth, finger/palm print, fingerprint section number, offence for which individual is charged. Uses: Investigate offences under the laws of Ontario and Canada; use in prosecutions resulting from investigations; detection, prevention and suppression of crime; policing, law enforcement and administration generally. Users: OPP staff, law enforcement agencies, courts, other agencies involved in the administration of justice. Individuals in Bank: Individuals charged with an indictable offence. Retention and Disposal: Ten years, then destroyed.

### Identification Services Section

The Identification Services Section is responsible for Technical Identifications Services coordination, Forensic Identification and the Photographic Laboratory functions of the OPP. This section ensures the highest possible standard of Forensic Identification service is delivered internally and externally in support of law enforcement efforts. Members of this section maintain liaison with key national and international law enforcement agencies in order to exchange OPP expertise and maintain a leadership role in the delivery of police identification services.



## Intelligence Section

The Intelligence Section provides direction and guidance in the identification, monitoring and prevention of criminal activities of organized, sophisticated or professional crime. The section is responsible for establishing and maintaining cooperative working relationships with national and international law enforcement agencies. Specific liaison is maintained with the RCMP, Interpol, FBI and municipal police agencies to ensure effective joint operations and continued awareness of emerging issues and strategies. The section also provides witness protection and analytical assistance to members of the OPP and other police agencies. Personnel are assigned centrally and in deployed units to accomplish these goals. Hate crimes are monitored and investigated by members of this section.

### General Classes or Types of Records

Non-Personal Criminal Investigative Files

#### Personal Information Banks

##### Criminal Intelligence Records - OPP

Location: Intelligence Section. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15. Information Maintained: Persons/organizations involved in investigations of terrorism, fraud and corruption, gambling, murder, organized crime. Uses: Investigate offences under the laws of Ontario and Canada; detection, prevention and suppression of crime; policing, law enforcement and administration generally. Users: OPP staff, law enforcement agencies world-wide, courts, other agencies involved in the administration of justice. Individuals in Bank: Individuals involved in or who are the subject of criminal intelligence investigations. Retention and Disposal: One to 25 years, then destroyed.

##### Security/Reliability Clearance Records

Location: Intelligence Section. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15. Information Maintained: Name, associations, character references, date of birth, education, employment history, family history, home address, level of security granted, nationality, related correspondence, social insurance number. Uses: Develop reports on responses to security checks and classifications. Users: OPP and ministry management staff, management of other government ministries and agencies. Individuals in Bank: Individuals with the ministry or OPP who are or have been the subject of pre-employment or employment-related security screening procedures, prospective employees of government ministries and agencies. Retention and Disposal: Five years, then destroyed; select files retained indefinitely.

## Security Section

The Security Section is responsible for the provision of personal security for senior government officials, members

of the judiciary and visiting dignitaries on request. Advice is provided to the government in relation to all aspects of property and physical security. Members of the section provide specialized training to ensure a high standard of service delivery.

## Surveillance Section

The Surveillance Section, within the realm of criminal investigations, provides physical, photographic and video surveillance services for OPP and municipal police investigations in Ontario. The covert nature of surveillance assignments require that members be innovative and flexible in order to execute their duties. Liaison is maintained with law enforcement agencies employing surveillance tactics and training assistance is provided on request.

## Regions

Ontario Provincial Police (OPP) field operations are undertaken through 6 regions and 180 detachments. The regional commander is responsible for OPP activities within each region, and heads an internal administration unit. With the exception of the community services coordinator, regional headquarters personnel primarily offer internal supervision and support for the OPP detachments.

Detachment personnel provide enforcement and investigative policing services within their particular detachment area. In emergencies, the OPP can be contacted through the toll-free numbers.

#### Personal Information Banks

##### Investigative Case Records

Location: Regions. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.135. Information Maintained: Name, address, copies of court documents (summonses, warrants, etc.), court briefs, criminal records, in some instances, date of birth, exhibit reports, investigation and occurrence reports, statements. Uses: Investigate and prosecute offences under the laws of Ontario and Canada; detection, prevention and suppression of crime; policing, law enforcement and administration generally. Users: OPP staff, law enforcement agencies, courts, other agencies involved in the administration of justice. Individuals in Bank: Individuals involved in investigations under the Criminal Code, federal and provincial statutes or municipal bylaws. Retention and Disposal: Three months to 40 years, then destroyed.

## Relocation Project

The overall Relocation Project responsibility is to provide functional and quality facilities for a new Ontario Provincial Police (OPP) General Headquarters in Orillia and the OPP Training Academy in Gravenhurst, and to ensure an orderly

transfer of operations and staff by 1995 and 1998, respectively.

### Personal Information Banks

#### Ministry of the Solicitor General and Correctional Services Relocation Proj

Location: Relocation Project. Legal Authority:

Administration of relocation project. Information

Maintained: Name, address, classification, data, personal information on employees relocating to Orillia, telephone number. Uses: Redeployment of staff, relocation planning, retraining needs; prepare statistical reports. Users: Relocation project staff. Individuals in Bank: Classified ministry employees whose positions are subject to relocation to Orillia. Retention and Disposal: Two years after relocation completed, then destroyed.

### Policing Services Division

The Policing Services Division is responsible for promoting policing excellence through training, the development of professional standards and new programs, and providing an advisory and liaison service to the police community. The adequacy of programs and the quality of municipal police service in Ontario are monitored through inspections. Law enforcement is assisted by the maintenance of the Criminal Intelligence Service Ontario.

### Criminal Intelligence Service Ontario

Criminal Intelligence Service Ontario (CISO) is a cooperative between the government and municipal, provincial and federal police agencies. CISO's mandate is to investigate and control organized crime in Ontario. It participates in a national network to collect, analyze and disseminate intelligence to government, police and the public. CISO administers funding for joint police investigations on organized crime.

### Ontario Police College

The Ontario Police College is designed to provide a complete training program for Ontario police services, from probationary constable through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual service level. Distribution of annual publications (e.g., Calendar of Courses) is restricted to those police services, agencies, ministries, etc., interested in the training of law enforcement and related enforcement personnel. The Ontario Police College maintains a museum displaying police exhibits for public viewing.

### Common Records

Graduate and Alumni Records  
Health and Medical Records  
Identity/Employee Card  
Library Users Lists  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Workers' Compensation

### General Classes or Types of Records

Police Officer Training  
Traffic Safety Programs

### Manuals

College Policy and Procedures Manual - Operating Procedures

### Personal Information Banks

#### Canadian Police College, Ottawa - Course Applications

Location: Ontario Police College. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.3(2). Information Maintained: Name, education, employment history, home address, name of employing police service, sex. Uses: Select candidates for courses at the Canadian Police College. Users: OPC staff. Individuals in Bank: Applicants. Retention and Disposal: One year to indefinite period, then destroyed.

#### Ontario Police College, Aylmer - Student Records and Course Applications

Location: Ontario Police College. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.3(2). Information Maintained: Name, OHIP number, date of birth, education, employing police service, employment history, home address, sex. Uses: Identify types of training taken; determine eligibility and requirements for future courses. Users: College and division staff, employing police service. Individuals in Bank: Individuals who have taken courses at the Ontario Police College. Retention and Disposal: One year to indefinite period, then destroyed.

### Police Support Programs Branch

The Police Support Programs Branch consists of two sections: Inspectorate and Advisory Services, and Operations Support Services.

The Inspectorate and Advisory Services Section is primarily involved in the auditing/inspection of police services, as well as providing advice on a wide range of issues to Police Services Boards, Police Associations, Chiefs of Police and



other Police Managers. This section derives its authority and mandate from section 3(2) of the Police Services Act.

The Operations Support Services is responsible for the application and control of the Canadian Police Information Centre (CPIC) system within the province. This role involves auditing police forces to ensure compliance with CPIC and Ontario policy, and managing the CPIC network. The section also operates the Suspension Control Centre, which maintains driver licence suspension information on CPIC.

### **General Classes or Types of Records**

Police Inspection/Audit Records

### **Manuals**

Policing Services Division CPIC Policy Bulletins

### **Personal Information Banks**

Ontario Police Forces' Suspended Drivers Control Centre  
Location: Police Support Programs Branch. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.3(2). Information Maintained: Name, address, date of birth, dates of suspension, driver's licence number, reasons for suspension, sex, suspension number. Uses: Administer and enforce federal and provincial laws. Users: Law enforcement agencies, courts, other agencies involved in the administration of justice. Individuals in Bank: Individuals who have had their driver's licence suspended or their right to drive prohibited under federal or provincial laws. Retention and Disposal: Twelve months after expiration of the licence suspension or prohibition, then destroyed.

### **Public Appointments Unit**

The Public Appointments Unit, Policing Services Division, is responsible for administering the ministry's public appointments process. The unit monitors municipal police services board appointment terms and expiries, and performs human resources functions including the search, outreach, screening and interviewing of applicants for final recommendation to the Minister's office. The unit prepares briefs and legal Orders in Council for all Police Services Board appointees, as well as for Fire Marshal, Ontario Provincial Police, the Ontario Police Arbitration Commission and the Ontario Board of Parole.

### **Personal Information Banks**

Appointments - Applicants to Police Services Boards  
Location: Public Appointments Unit. Legal Authority: Section 27 of the Police Services Act, 1990. Information Maintained: Address, resumes of applicants, community work and related correspondence, education, employment history, phone. Uses: Selection of candidates to various

municipal police services boards for appointment by Solicitor General and Lieutenant Governor. Users: Public Appointments Unit staff, Minister's Appointments staff. Individuals in Bank: Applicants to municipal police services boards. Retention and Disposal: Not determined.

Appointments - Appointees to Police Services Boards  
Location: Public Appointments Unit. Legal Authority: Section 27 of the Police Services Act, 1990. Information Maintained: Appointees' name, Order-in-Council outlining term/expiry/and other related correspondence, resumes of appointees, education, employment history, location of appointment, phone. Uses: Administering appointments to police services boards. Users: Public Appointments Unit staff, Minister's Appointments staff. Individuals in Bank: Past and present appointees to police services boards. Retention and Disposal: Not determined.

### **Standards and New Programs Branch**

This branch supports Ontario's police services through development of policing standards (administration, operations and equipment), assistance with traditional and new programs in the areas of crime prevention and community development and advice/support in police services efforts to introduce/implement community policing further to the requirements of the Police Services Act.

### **General Classes or Types of Records**

Equipment Studies and Requirements

### **Manuals**

Policing Standards Manual

### **Private Investigators and Security Guards Section**

This office administers the provisions of the Private Investigators and Security Guards Act in terms of licensing, renewal and investigation of contract private investigators and security guards and their companies.

### **Manuals**

Policing Standards Manual

### **Personal Information Banks**

Private Investigators and Security Guards/Agencies - Applicants  
Location: Private Investigators and Security Guards Section. Legal Authority: Private Investigators and Security Guards Act, R.S.O. 1990, c.P.25. Information Maintained: Name, character references, complaints and results, date of birth, history of agency's officers and directors, home address, investigative reports, licensing tribunal records, reasons for licence terminations, sex, work history. Uses: Maintain records of private investigators and security guards

excluding Brinks type; document current and former licence holders; determine suitability for future licensing. Users: Registration Branch staff, other law enforcement agencies. Individuals in Bank: Officers or directors of private investigation and/or security guard agencies applying for a licence or individuals applying for a licence. Retention and Disposal: One to 10 years, then destroyed.

## Public Safety Division

The fundamental concern of the ministry's Public Safety Division relates to the methods of minimizing or eliminating hazards to persons or property and includes emergency planning, scientific investigations, coordination of fire safety services and the coroner's system.

## Centre of Forensic Sciences

The Centre of Forensic Sciences prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath testing program, acquires and maintains breathalyzers, and trains operators (416-314-3147). A library offers educational materials for persons and agencies using forensic science services.

### Common Records

Library Users Lists

### General Classes or Types of Records

Breath Testing Program

Breathalyzer Maintenance and Repairs

Breathalyzer Supplies

Breathalyzer Training Specifications

### Manuals

Breathalyzer Training Manuals

Policy and Procedure Manuals (for each discipline)

### Personal Information Banks

#### Centre of Forensic Sciences - Investigation Files

Location: Centre of Forensic Sciences. Legal Authority: Order-in-Council 3571/66. Information Maintained: Name of the victim, description of items submitted for expert examination/identification, investigating officer, suspects. Uses: Investigate and prosecute offences under the laws of Ontario and Canada; detection, prevention and suppression of crime. Users: Law-enforcement agencies, courts, other agencies involved with the administration of justice. Individuals in Bank: Individuals involved in investigations under the Criminal Code of Canada, other federal and provincial statutes or municipal bylaws. Retention and Disposal: Twenty years, then destroyed.

#### Centre of Forensic Sciences - Qualified Breathalyzer Technicians

Location: Centre of Forensic Sciences. Legal Authority: Criminal Code of Canada, R.S.C. 1970, s.254(1).

Information Maintained: Name, age, agency, badge number, date of designation, dates of course, designation by date of re-qualification, years of experience. Uses: Ensure qualified police officers perform breath tests. Users: Crown attorneys, lawyers, law enforcement agencies. Individuals in Bank: Current and former police officers designated by the Solicitor General as Qualified Breathalyzer Technicians. Retention and Disposal: Twenty-five years, then destroyed.

## Emergency Measures Ontario

Emergency Measures Ontario is responsible for emergency preparedness and response activities throughout Ontario. Emergency preparedness includes prevention, plans, scientific and technical advice, training, exercises and public education. Emergency response includes liaison, advice and assistance, and the provision and coordination of resources to respond to a major emergency.

The branch is organized into the following sections: Provincial Preparedness, Community Preparedness, Training and Administration.

The Provincial Preparedness Section manages the Provincial Nuclear Emergency Plan and the Provincial Emergency Plan, coordinates interministry/agency emergency preparedness and response activities, coordinates preparedness and response activities for emergencies assigned as the special responsibility area of the Solicitor General and Minister of Correctional Services, monitors the emergency preparedness activities of other provinces and the federal government, conducts a provincial exercise program, processes applications and claims for funds made available by the federal government for emergency preparedness under the Joint Emergency Preparedness Program (JEPP), operates the Provincial Operations Centre and conducts emergency response as required.

The Community Preparedness Section provides advice and assistance to municipalities and First Nations for the development of community emergency plans and exercises; organizes and conducts workshops and seminars; assists with the delivery of training; and provides liaison, advice and assistance to support community emergency response as required.

The Training Section conducts emergency preparedness courses for municipalities, First Nations and provincial officials; processes applications for attendance at courses conducted at the Canadian Emergency Preparedness



College, Arnprior, and organizes and conducts workshops and seminars.

A Public Education Officer conducts public education programs to enhance emergency preparedness and publishes the periodical Emergency Planning News.

The Administration Section provides administrative services to the branch.

### **General Classes or Types of Records**

Community Emergency Preparedness Survey

## **Office of the Chief Coroner**

Coroners investigate sudden and unexpected deaths, inform the public about prevention of similar deaths, order autopsies for medicolegal reasons, conduct inquests and sign certificates for cremation and for shipment of bodies out of Ontario. The office administers the Coroners Act and the Anatomy Act, concerning donation of bodies for medical education. Adults may give consent by signing the donor section of driver licences or a donor card; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects schools of anatomy in Ontario, and supplies them with donated or unclaimed bodies. The Office of the Chief Coroner also supervises the Forensic Pathology Unit.

For information, contact the nearest regional coroner's office.

### **Personal Information Banks**

#### Anatomy Act Files

Location: Office of the Chief Coroner. Legal Authority: Anatomy Act, R.S.O. 1990, c.A.21, s.2. Information Maintained: Name, age, disposition of the deceased, last known place of residence, sex. Uses: Assist in the administration of the Anatomy Act. Users: Coroner's Office staff, Local Inspectors of Anatomy, schools of anatomy, municipal social service departments and police. Individuals in Bank: Individuals who have died without known relatives, or who have donated their bodies to medical science. Retention and Disposal: Two years, then transferred to archives.

#### Coroner's Investigation Files

Location: Office of the Chief Coroner. Legal Authority: Coroners Act, R.S.O. 1990, c.C.37. Information Maintained: Name of deceased, Ministry of Labour reports, cause of death, coroner's name, forensic laboratory reports, inquest results, jurors' recommendations, police reports, post mortem reports, records relating to implementation of recommendations, verdicts. Uses: Medical, legal and statistical purposes. Users: Coroners and staff of the Office of the Chief Coroner, relatives as defined by the Coroner's Act [R.S.O. 1990, c.C.37, s.15(2)] and other authorized

agencies. Individuals in Bank: Individuals whose death was investigated by a coroner. Retention and Disposal: Twenty-five years, then transferred to archives.

## **Forensic Pathology Unit**

The Forensic Pathology Unit assists in determining the cause of death in unusual circumstances, and in unveiling concealed homicides through autopsies, biological and other techniques of forensic science. The unit supervises regional pathologists, who are not necessarily employed by the government but are called upon by coroners, when necessary, to perform forensic investigations. Support is provided for pathologists' and law enforcement officers' continuing education in legal medicine and investigation of sudden death.

### **Personal Information Banks**

#### Post Mortem Investigation Reports

Location: Forensic Pathology Unit. Legal Authority: Coroners Act, R.S.O. 1990, c.C.37, s.4. Information Maintained: Name, address, details of the medical and scientific investigation, medical description of individual autopsies. Uses: Assist police, coroners, pathologists and Crown attorneys undertaking death-related investigations. Users: Office of the Fire Marshal staff, branch staff, law enforcement agencies, other government agencies, insurance companies and relatives as defined by the Coroner's Act (R.S.O. 1990, c.C.37, s.16(2)). Individuals in Bank: Deceased persons who have been autopsied, individuals involved in the post-mortem examination. Retention and Disposal: Ten years, then destroyed.

## **Office of the Fire Marshal**

The primary function of the Office of the Fire Marshal (OFM) is to minimize the loss of life and property from fire by assisting Ontario municipalities and fire departments to improve their fire protection and fire prevention services. By administering the Fire Departments Act and Fire Marshals Act, the OFM supports the functions of municipal fire departments through a variety of advisory, training and instructional programs. The OFM also advises the Ontario government on standards and legislative developments that relate to fire protection and fire prevention.

The Operational Support Systems Unit (416-325-3152) prepares and distributes a variety of publications for use by the Ontario fire service including the Ontario Fire Service Messenger and the Fire Marshal's Communique.

Five regional offices are responsible for delivering all direct services provided by the OFM including fire investigations, fire safety inspections, fire advisory and fire department assist services.

## Program Development

This section develops, maintains, evaluates and revises programs in public education, fire prevention, fire investigation, fire service review, recognition and awards and assigned training programs. It develops procedures and supportive information for use by municipalities and fire departments. The section maintains an inventory of all Office of the Fire Marshal programs delivered in the field, and creates and maintains a communications network to support and provide feedback to the Program Development function. The section conducts research into methods of program planning development, content and delivery, and administers the fire fighters accreditation/certification program. Program Development consists of the Fire Investigations Unit (416-325-3136), Fire Prevention and Public Education Unit (416-325-3151) and Fire Protection Services Unit (416-325-3156).

## Fire Investigations Unit

Fire Investigations Unit investigates the causes of fires involving a death or large loss, a possibility of arson or a gaseous explosion, and assists Crown attorneys and coroners dealing with these matters. For information and assistance call the regional offices in Kingston, London, Mississauga, Sudbury and Thunder Bay; phone numbers are listed under the Office of the Fire Marshal.

### Manuals

Joint Emergency Preparedness Program (JEPP)

### Personal Information Banks

#### Fire Investigation Files and Statistics Reporting System

Location: Fire Investigations Unit. Legal Authority: Fire Marshals Act, R.S.O. 1990, c.F.17, s.3. Information Maintained: Name, cause of the fire, date, date of birth, description of the building, home address, injuries or fatalities, location and area of fire, names of parties involved, sex, time. Uses: Investigate occurrences; maintain statistical records. Users: Office of the Fire Marshal staff, fire departments, law enforcement agencies, other government agencies and insurance companies. Individuals in Bank: Owners/Occupants of buildings where fires have occurred; owners, occupants or persons charged with fire-related offences under the Criminal Code of Canada, provincial statutes and/or municipal bylaws. Retention and Disposal: Three to five years depending on the classification of the fire, then transferred to archives.

## Fire Prevention and Public Education

This unit develops and maintains programs concerning fire prevention and public education in support of local and municipal fire departments.

## Fire Protection Services

The Fire Protection Services unit trains fire fighters in various aspects of fire fighting such as the Water and Ice Rescue Program, Hazardousness Material (HAZ-MAT) and Auto Extrication Program, etc.

It delivers investitures and awards to Ontario fire fighters in the service for 25 years, and presents annual fire-prevention awards to citizens and fire fighters.

## Research and Standards

Research and Standards provides technical support in the investigation of fires and research aimed at determining causes of fire. This section issues licences to installers of lightning rods and inspects installations; advises ministries and agencies on, and participates in the development of fire legislating standards; assesses results of product tests for fire safety; and approves plans for government-funded buildings, including institutions and hotels. Activities include administering the Fire Code Commission and Ontario Fire Code Regulation 67/87, made under the Fire Marshals Act, and advising the public, architects, engineers and municipal officials, including fire departments, on fire prevention.

The section is also responsible for monitoring information on the location of licensed users of radioactive material in Ontario.

Research and Standards is also responsible for statistical services which compiles information from approximately 15,000 occurrence reports, comprised of fire, vehicle, response and casualty records, received each month from all the fire departments in Ontario. The information is keyed and transmitted on a monthly basis to a central computer system which provides statistical and investigative information to fire investigators, insurance companies, other government agencies, news media, private companies and all fire departments in Ontario. The data is also used to compile "Fire Losses in Ontario," published annually.

## Training and Education

The Training and Education unit provides year-round training for members of municipal fire departments through the Ontario Fire College, including specialized seminars for chiefs, deputy chiefs and mechanical, training and prevention officers; courses in corporate management; and field training in fire prevention and fire fighting in cooperation with Fire Advisory Services.

## Ontario Fire College

The Ontario Fire College offers in-residence courses of study in fire protection technology to municipal fire department officers. Together with Fire Advisory, the



college coordinates regional training for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of fire fighter training programs is offered to fire departments.

#### **Manuals**

Ontario Fire College (training videotapes)  
Regional Fire Fighting  
Techniques of Instruction

#### **Personal Information Banks**

Ontario Fire College, Gravenhurst - Student Records and Course Applications

Location: Ontario Fire College. Legal Authority: Fire Department Act, R.S.O. 1990, c.F.15, s.13, Part II. Information Maintained: Name, date of birth, home address, name of employing fire department, sex. Uses: Identify types of training taken; determine eligibility and requirements for future courses. Users: College and division staff; employing fire departments. Individuals in Bank: Individuals who have taken courses at the Ontario Fire College. Retention and Disposal: Two years to indefinite.

### **Strategic Policy and Planning Division**

The Strategic Policy and Planning Division provides leadership to the strategic planning function within the ministry; identifies, advocates for and responds to the policy and research needs and demands of the ministry and its clients, including the provision of crisis intervention for victims in Ontario.

#### **Community Initiatives Unit**

The Community Initiatives Unit is responsible for the ministry's program activities in the areas of Sexual Assault, Victim Assistance Services and Wife Assault. In particular, the unit is responsible for the funding and development of rape crisis/sexual assault centres; the development and provision of Victim Assistance Services, including Victim Crisis Assistance and Referral Services (VCARS); education and training of primarily police services in relation to the three program areas of responsibility; and the collection of data in relation to wife assault.

#### **Manuals**

CIU Policies and Procedures  
Sexual Assault Program Manual

#### **Personal Information Banks**

Victim Crisis Assistance and Referral Service (VCARS) - Clients

Location: Community Initiatives Unit. Legal Authority: Incidental to administration of programme approved by

Cabinet. Information Maintained: Name, address, age, assistance given, circumstances, name of referring police officer, sex, telephone number. Uses: Case management; program management; evaluation. Users: Division staff and other staff of the ministry as required. Individuals in Bank: Individuals assisted by the service. Retention and Disposal: Not determined.

Victim Crisis Assistance and Referral Service (VCARS) - Volunteers

Location: Community Initiatives Unit. Legal Authority: Incidental to administration of programme approved by Cabinet. Information Maintained: Name, address, availability for work, criminal record check, date of birth, driver's licence number, education, employment history, languages spoken, references, telephone number. Uses: Volunteer management. Users: Division staff and other staff of the ministry as required. Individuals in Bank: Individuals who have made application to become volunteers, and volunteers. Retention and Disposal: Not determined.

#### **Corporate Policy Branch**

The Corporate Policy Branch coordinates policy development, including development of policy options and analysis; and provides advice, development of cabinet submissions and briefing material, and analysis of implications for the ministry of other ministry submissions. It also represents the ministry on intergovernmental committees, interministerial committees/task forces. The branch provides staff support to the ministry operations by participating in and providing analysis on Cabinet committees and federal-provincial issues. The branch provides leadership in implementing corporate initiatives.

#### **General Classes or Types of Records**

Briefing Notes  
Cabinet Submissions  
Correspondence  
Opinion Analysis  
Research/Background Information Materials

#### **Research Services Unit**

The Research Services Unit is responsible for maintaining operational statistics with respect to corrections and policing, and executing and/or supervising all research conducted in ministry facilities; providing consultation, reconciliation and aggregation of a wide range of operation data, for responding to requests for statistics from both within and outside the ministry; and for preparing custom reports and presentations.

## Strategic Planning Unit

The Strategic Planning Unit coordinates the ministry's corporate planning process. As well, it provides support to all areas of the ministry involved in "change" projects.

### General Classes or Types of Records

Strategic Planning Documentation

## Agencies

## Animal Care Review Board

The Animal Care Review Board is the statutory body that hears appeals concerning orders made by the Humane Society pursuant to the Ontario Society for the Prevention of Cruelty to Animals Act.

### General Classes or Types of Records

Appeal Decisions

Correspondence to the Parties Scheduling a Hearing.

### Personal Information Banks

#### Animal Care Review Board Hearings

Location: Animal Care Review Board. Legal Authority: Ontario Society for the Prevention of Cruelty to Animals Act, R.S.O. 1990, c.O.36. Information Maintained: Appellant's name, address. Uses: Hear and rule on appeals. Users: Board members. Individuals in Bank: Individuals appealing a Humane Society Order. Retention and Disposal: Not determined.

## Coroners Council

The Coroners Council provides a mechanism to review complaints, from the public, against the actions of an individual coroner. The council consists of five members: a Judge of the Ontario Court, General Division, appointed by the Chief Justice, and up to four other members. Complaints to the council may be addressed directly to the Chair of the council, to the Chief Coroner or to the Minister. The findings of Coroners Council investigations are reported directly to the Minister along with any recommended course of action.

The quasi-judicial functions of the Coroners Council include: receiving complaints respecting the misbehaviour, incompetence, or neglect of duty by coroners or the inability of coroners to perform their duties; investigating complaints as it considers advisable including the review of the complaint with the coroner where appropriate, and after giving the coroner the opportunity to be heard, to make recommendations to the Minister it sees fit; reviewing and recommending to the Minister termination of the appointments of coroners who are not actively performing the duties of a coroner.

### Personal Information Banks

#### Coroners' Council Hearings

Location: Coroners Council. Legal Authority: Coroners Act, R.S.O. 1990, c.C.37. Information Maintained: Names, date of birth, home address, performance records, sex. Uses: Determine suitability for continued appointment as a coroner. Users: Council members. Individuals in Bank: Coroners who are subject to a hearing. Retention and Disposal: Not determined.

## Fire Code Commission

The Fire Code Commission hears appeals concerning Fire Marshal's orders issued by municipal fire departments for violations of fire safety codes in buildings.

### General Classes or Types of Records

Fire Code Commission Decisions

Fire Marshal's Orders and Appeals

Inspection Reports

### Manuals

Manual of Records of Hearings

### Personal Information Banks

#### Fire Code Commission Hearings

Location: Fire Code Commission. Legal Authority: Fire Marshal's Act, R.S.O. 1990, c.F.17, s.18(a). Information Maintained: Appellant's name, Fire Code Commission decision, Fire Marshal's Order, address, correspondence, inspection reports, exhibits. Uses: Hear and rule on appeals. Users: Commission members, fire departments, appellant, Fire Marshal's Office staff, consultants. Individuals in Bank: Individuals appealing Fire Marshal's orders. Retention and Disposal: Five years, then transferred to archives.

## Ontario Board of Parole

The Ontario Board of Parole has jurisdiction over all offenders who are serving sentences of two years less a day in provincial institutions.

The Chair, Ontario Board of Parole is responsible for the overall administration of the board. An Executive Vice-Chair and five Regional Vice-Chairs are responsible to the Chair for all board decisions and for the total operation of the regions.

### General Classes or Types of Records

Agreements

Associations/Committees

Board Policy and Procedures

Communications Material

Corporate and Operational Plans

Legal Issues



Parole Boards of Other Jurisdictions  
 Parole Philosophy and Mission  
 Planning and Finance  
 Reports/Research/Statistics  
 Staff Training Material

## Manuals

Ontario Board of Parole Policy and Procedures

## Personal Information Banks

### Ontario Board of Parole - Inmates and Parolees

Location: Ontario Board of Parole. Legal Authority: Ministry of Correctional Services Act, R.S.O. 1990, c.M.22, as amended, Part III; R.R.O. 1990, Reg. 778, as amended, Part II; Parole Act, R.S.C. 1970, c.P-2, as amended. Information Maintained: Name, address, client number, date of birth, employment, institutional reports, offence and sentence particulars, parole decisions, pre-parole reports, progress reports while on parole, related correspondence, warrant authorization and post-suspension reports. Uses: Decide whether or not to grant parole; monitor progress; decide whether or not to suspend/revoke parole. Users: Board members and support staff. Individuals in Bank: Institutional inmates and parolees. Retention and Disposal: Essential material - destroyed 5 years after end of year in which file was closed; non-essential material - destroyed after 1 year from the time the file was closed.

## Ontario Civilian Commission On Police Services

The Ontario Civilian Commission on Police Services was created by the Police Services Act, 1990. It provides a quasi-judicial function which had previously been part of the mandate of the Ontario Police Commission. The commission hears appeals by police officers who have been disciplined and conducts inquiries into the administration and management of police forces, including the conduct of individual police officers and members of boards.

## Personal Information Banks

### Auxiliaries Approved by the Ontario Commission on Police Services

Location: Ontario Civilian Commission On Police Services. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.52. Information Maintained: Individual's and sponsoring agency's name, reasons for Auxiliary appointment. Uses: Approving appointment of Auxiliary members; maintain record of appointments. Users: Commission and approving authorities exclusively. Individuals in Bank: Individuals applying for Auxiliary status. Retention and Disposal: Continuous retention onsite if active appointment; if inactive, 3 years onsite and additional 7 years offsite.

### Police Service & Police Service Board Investigations, Inquiries & Hearings

Location: Ontario Civilian Commission On Police Services. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.6, s.25, s.26, s.39, s.40, s.47 & s.116. Information Maintained: Name, decision and recommendations, transcripts. Uses: Documentation of the Commission's decisions and recommendations. Users: Public. Individuals in Bank: Individuals involved in investigations, inquiries and hearings, witnesses. Retention and Disposal: Three years onsite and additional 7 years offsite.

### Police Services Act Disciplinary Appeals

Location: Ontario Civilian Commission On Police Services. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.63(8). Information Maintained: Appellant's name, employing police service. Uses: Determine and document appeal decisions. Users: Public. Individuals in Bank: Individuals appealing decisions of a lower tribunal. Retention and Disposal: Three years onsite and additional 7 years offsite.

### Special & First Nations Constables

Location: Ontario Civilian Commission On Police Services. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, s.53 & s.54. Information Maintained: Individual's and sponsoring agency's name, reasons for Special and First Nations Constable appointment. Uses: Determine suitability for appointment as Special and First Nations Constable; maintain a record of appointments. Users: Commission and approving authorities exclusively. Individuals in Bank: Individuals applying for Special Constable status. Retention and Disposal: Continuous retention onsite if active appointment; if inactive, 3 years onsite and additional 7 years offsite.

## Ontario Police Arbitration Commission

Under the Police Services Act, the Ontario Police Arbitration Commission monitors and evaluates the effectiveness of the police arbitration system, and makes recommendations for its improvement.

## General Classes or Types of Records

Arbitration Decisions  
 Minutes of Meetings

## Personal Information Banks

### Register of Arbitrators

Location: Ontario Police Arbitration Commission. Legal Authority: Police Services Act, R.S.O. 1990, c.P.15, sections 121-124, 131. Information Maintained: Name, address, awards, phone number, qualifications for designation as arbitrators. Uses: To choose an arbitrator to hear "interest" and "rights" disputes in the police sector. Users: Commission members and staff; police associations

(municipal); police services boards (municipal). Individuals in Bank: Candidates for designation as arbitrators. Retention and Disposal: Not determined.

#### **Public Records**

Ontario Police Arbitration Award Index and Summary  
Purpose: Reference. Legal Authority: Police Services Act, Section 131(s). Information Maintained: Index, short phrases, summaries. Retrievability: Index. Retention and Disposal: Not determined. Access Procedures: Type of dispute; issue(s) in dispute; date; arbitrator's name.



# ST. CLAIR COLLEGE OF APPLIED ARTS AND TECHNOLOGY

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## Head

Chair, Board of Governors  
St. Clair College of Applied Arts and Technology  
2000 Talbot Road West  
Windsor, Ontario  
N9A 6S4  
(519) 972-2702

## Access

Freedom of Information and Privacy Coordinator  
St. Clair College of Applied Arts and Technology  
2000 Talbot Road West  
Windsor, Ontario  
N9A 6S4  
(519) 972-2727

A public reading room for the review of manuals and other information is open during regular office hours in the Resource Centre at the Main (South) Campus, Windsor.

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Serving the counties of Essex and Kent, St. Clair College provides career-oriented education and training geared to local employment requirements in the areas of applied arts, business, technology and trades, community and industrial services, health sciences, social services, general education, continuing education, adult training, upgrading and apprenticeship. St. Clair College is responsible for providing courses and programs of a type and level beyond or not suited to the secondary school setting. It meets the needs of secondary school graduates, adults and out-of-school youths. It is responsible for enhancing effectiveness in the workplace, the quality of life for students, and for meeting the relevant needs of the college's communities by developing partnerships in training with business and industry.

St. Clair College is governed by a board of governors with the college President as chief executive officer. The college is organized into five sectors: Academic/Postsecondary, Access, Training and Partnerships, Administration and Thames Campus. The college provides programs, courses and services in Windsor, at the south (main) Campus, the Rhodes Campus, jobsOntario offices (Windsor and Leamington), the Youth Employment Counselling Centres (Futures), (Windsor and Chatham), and also in Wallaceburg. Administrative headquarters are located in Windsor at the South Campus, Talbot Road.

## Academic Operations

The Vice President, Academic Operations is responsible for the development and administration of the following services: Business and Hospitality and Health, Human Services and Adult Education.

### Common Records

Graduate and Alumni Records  
Health and Medical Records  
Library Users Lists  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Parking Records  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

## Academic Sector

The Executive Vice President and the Vice President, Academic is responsible for developing and administering in the following area: Cross College Leadership and Coordination of Academic Planning and Policy Development; Leadership to Strategic Planning Process; Leadership to Student and Academic Support Services; Leadership to International Development Initiatives.

### Common Records

Day Care Registrants  
Dental Clinic Patients  
Graduate and Alumni Records  
Health and Medical Records  
Library Users Lists  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Vocational Testing and Counselling

### General Classes or Types of Records

Daycare Centre  
Dental Clinic

## Administration

The Vice President, Administration is responsible for the development and planning of the following areas: financial operations, human resources and planning functions, physical plant resources, printing and parking, operational review, freedom of information and protection of privacy, policy and procedures, and management information systems and services of the college. This area is responsible for the ongoing development of the strategic plan and the strategic management process, which sets the direction and establishes the future of the college. The focus is on creating a framework that permits and promotes synergy, individual growth, skill/task congruency and involvement, flexibility, creativity, confidence and accountability.

### Common Records

Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Health and Medical Records  
Identity/Employee Card  
Job Competitions and Applications  
Parking Records  
Professional Development  
Teacher Workload Records (Standard Workload Form)  
Travel/Expense Accounts  
Workers' Compensation

### General Classes or Types of Records

Staff Training Workshop and Conference Files

### Manuals

Budget Process, Benefit Guide, Employment Equity, Hiring Practices  
Fixed Assets Inventory  
Guidelines on Operations, Finance, Payroll, and Property  
Pay Equity, Personnel Policies

## Board of Governors

The college is governed by a Board of Governors, which is appointed by the Ontario Council of Regents. The board consists of 12 appointed external members, four elected internal members and the President. The board is responsible for setting and controlling overall policy for St. Clair College, for the evaluation of the college's mission and direction, for setting of strategic corporate goals and for the development and maintenance of appropriate corporate controls. The board has one standing committee: Audit.

### General Classes or Types of Records

Building and Property Documents

## Executive Vice President and Vice President Academic/Postsecondary Sector

The Vice President, Academic/Post-secondary is responsible for developing and delivering academic programs in the following areas: business and commerce, applied arts, health sciences, engineering, technology and trades. This sector is also responsible for the corporate functions of program development and evaluation. The focus is on developing a strong core of academic expertise to ensure education quality, standards, research and development, and evaluation. The focus is on developing a strong core of academic expertise to ensure educational quality, standards, research and development with the post-secondary, part-time and general education areas.

### Common Records

Day Care Registrants  
Dental Clinic Patients  
Ontario Basic Skills Program Trainees  
Student Appeals (disciplinary, administrative, academic)  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

### General Classes or Types of Records

Day Care Centre  
Dental Clinic  
Dining Lounge

### Manuals

Academic Policies and Procedures  
Student Complaint Procedures

## President's Office

The President, as Chief Executive Officer, is appointed by and responsible to the Board of Governors and, with full authority, directs and manages the business and educational affairs of St. Clair College. The St. Clair College Alumni Association, Inc., the Student Athletic Association; the St. Clair Colleges Student Representative Council, Inc. (Windsor Campus), and the Thames Students Inc. (Chatham Campus) are independent organizations that operate under the auspices of the college's Board of Governors. The following sector heads report to the President: the Vice President, Academic/Postsecondary; the Vice President, Access; the Vice President, Administration; the Vice President, Training and Partnerships; and the Principal, Thames Campus.

### Common Records

Board of Governors Membership

## Technology and Partnership Sector

The Vice President, Technology and Partnerships is responsible for the creation of a network of partnerships with industry, labour, education and other community



groups for the purpose of developing and delivering all technology and trades academic programs and allied services in the following areas: apprenticeship, post secondary project development, Ontario Skills Development, jobsOntario, Contract Training, Continuing Education, FUTURES, YECC, Ontario Skills, SEAF Employment Assistance Program.

#### **Common Records**

FUTURES Program Applicants and Participants  
Health and Medical Records  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Travel/Expense Accounts  
Vocational Testing and Counselling

#### **General Classes or Types of Records**

Student Placements

### **Thames Campus**

The Principal, Thames Campus (Chatham) is responsible for developing and delivering academic programs in the following areas: applied arts, health services and engineering technology. The principal is responsible for the development and administration of the following services and activities: academic resources, counselling, recruitment, health services, student records, FUTURES, YECC, EASL, student housing, student job placement, student government, scheduling and statistics, and convocation. The focus is on addressing the needs of the student, community and college within Kent County with the philosophy of the organizational structure.

#### **Common Records**

FUTURES Program Applicants and Participants  
Graduate and Alumni Records  
Health and Medical Records  
Library Users Lists  
Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments

#### **General Classes or Types of Records**

Staff Health and Medical Information  
Student Placement

# ST. LAWRENCE COLLEGE SAINT-LAURENT

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## Head

Chair, Board of Governors  
St. Lawrence College Saint-Laurent  
2288 Parkedale  
Brockville, Ontario  
K6V 5X3  
(613) 345-0660

## Access

Freedom of Information and Privacy Coordinator  
St. Lawrence College Saint-Laurent  
2288 Parkedale Avenue  
Brockville, Ontario  
K6V 5X3  
(613) 345-0660



Public reading rooms for the review of manuals and other information are open during regular office hours at three campuses, which are located in Brockville, Cornwall and Kingston.

The mission of St. Lawrence College Saint-Laurent is to provide valued learning experiences which make a difference to the quality of human resources and to the social and economic development of our communities.

St. Lawrence College is governed by a Board of Governors and is organized into five divisions. There are four Vice-Presidents who report directly to the President: Vice-President, Academic Division, Vice-President, Administration and Human Resources, Vice-President, Business, Industry and Community Services, Vice-President, Education and Information Technologies, Executive Director, Finance. In Addition, the total quality facilitator reports to the President. Administrative Offices are located in Brockville.

## Academic

The six academic schools are responsible for all academic functions of the college. The college has three campuses, which are located in Brockville, Cornwall and Kingston. The Academic Directors report to the Vice President, Academic Division and have tri-campus responsibilities for their respective schools, i.e., Applied Arts, Business, Continuing Education, Human Studies, Health Sciences, and Engineering Technology and Trades. These divisions also administer such government-sponsored employment and skills/academic upgrading programs such as Ontario Basic Skills. In addition, the Director of Academic Planning, the

Director of Student Services and Learning Resource Centres report to the Vice President, Academic Division.

## Common Records

Day Care Registrants  
Graduate and Alumni Records  
Health and Medical Records  
Library Users Lists  
Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Athletics and Fitness Programs  
Student Registration and Academic History  
Tests, Examinations and Assessments

## General Classes or Types of Records

Trades Updating Programs

## Manuals

Academic Policy Manuals  
Advisory Committee Guidelines

## Administration and Human Resources

The Vice-President, Administration and Human Resources is responsible for the college human resources plan, which includes the coordination of staff retirement, promotions, transfers and terminations, the maintenance of employee records, training and development, succession and career planning, grievance procedures and pay equity, and occupational health and safety. In addition, the College Registrar (which includes Registration, Admissions, and Liaison) and the Director of Physical Plant report directly to the Vice-President, Administration and Human Resources.

## Common Records

Career Planning/Training  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Graduate and Alumni Records  
Grievances and Applications  
Health and Medical Records  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Professional Development  
Scholarships and Awards  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Teacher Workload Records (Standard Workload Form)  
Vocational Testing and Counselling  
Workers' Compensation



## Personal Information Banks

### Graduate Student Questionnaires

Location: Administration and Human Resources. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. c.M.19. Information Maintained: Name, address, post-graduate employment history. Uses: Compile statistical information for program evaluation; report to Ontario College Information System per Ministry of Education and Training requirement. Users: Placement staff, academic departments. Individuals in Bank: All college graduates. Retention and Disposal: Three years after graduation of student, then destroyed.

### Special Needs Services Profiles

Location: Administration and Human Resources. Legal Authority: Ministry of Colleges and Universities Act, R.S.O. 1990, c.M.19. Information Maintained: Name, address, date of birth, medical and psychosocial data, nature of special needs, assistive devices required, diagnostic treatment records. Uses: Assess special needs and determine accommodations and educational strategies for students; prepare statistical reports and referrals. Users: Special Needs counsellors. Individuals in Bank: Students with special needs - physical, sensory, learning, psychiatric or developmental. Retention and Disposal: Not determined; by shredding and deleting from computer.

## Board of Governors

The Board of Governors is appointed by the Ontario Council of Regents and is responsible for establishing college goals and policies and overseeing college operations. The board has one standing Audit Committee which meets on an as-required basis.

### General Classes or Types of Records

Bylaws  
Minutes of Board and Standing Committees

## Business, Industry and Community Services

The following managers/directors report to the Vice President, College Relations and Business Development: Projects, International Education and Institutional Development, College Marketing, Client Services, Community Relations, Ontario Skills Development Office/Ontario Skills, Open Learning Centres, Futures and Business and Industry Services.

## Education and Information Technologies

The Vice-President, Education and Information Technologies is responsible for all College Education Technology. This division will also have responsibility for

coordinating the strategic development and application of Technology for the Learning Resource Centres, and the Centre for Quality Instruction.

### Common Records

Career Planning/Training  
Co-op, Work Term, Final Job Placements  
Employee Personnel, Payroll and Benefits Records  
Employment Equity Program  
Graduate and Alumni Records  
Grievances and Applications  
Health and Medical Records  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Ontario Student Assistance Program  
Professional Development  
Scholarships and Awards  
Student Athletics and Fitness Programs  
Student Counselling  
Teacher Workload Records (Standard Workload Form)  
Vocational Testing and Counselling  
Workers' Compensation

## President's Office

Appointed by and responsible to the Board of Governors, the President is the Chief Executive Officer responsible for managing the college's business affairs. The Office of the President provides administrative support to the Board of Governors and President, and directs strategic planning activities and operational reviews.

### Common Records

Board of Governors Membership

### General Classes or Types of Records

Advisory Committee Guidelines  
Bylaws  
Minutes - College Management Committee  
Policies

# TRANSPORTATION

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## Head

Minister of Transportation  
3rd Floor, Ferguson Block  
77 Wellesley Street West  
Toronto, Ontario  
M7A 1Z8  
(416) 327-9200

## Access

Freedom of Information and Privacy Coordinator  
Ministry of Transportation  
301 St. Paul Street, Room 2S149  
St. Catharines, Ontario  
L2R 7R4  
(905) 235-4607

A public reading room for the review of manuals and other information is open during office hours in the Library Services Unit, Room 129, Central Building at 1201 Wilson Avenue, Downsview. Telephone (416) 235-4546.

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The Ministry of Transportation makes sure that Ontario has a transportation system that includes all types of transportation and allows people and products to move safely and efficiently. Ontario's transportation plan must consider the environment, regional development and local decision making, economic support and job creation, value for money and safety. The Ministry of Transportation plans, designs, builds and maintains Ontario's highway system and supports municipal road building and maintenance with financial and technical help. The ministry manages driver testing and licensing and car and truck registration--with an emphasis on road safety.

The ministry provides transit subsidies for both capital and operating expenditures to municipalities across the province; promotes and provides funding for transportation for people with disabilities; advocates for Ontario business and industries in areas normally covered by federal jurisdiction or regulations, such as the marine, air, rail and road industries; and supports the development of new transportation technologies.

The ministry funds and operates 50 municipal airports throughout the province and 25 remote airports in northern Ontario, where air travel is often the only mode available to inaccessible areas of the province. The ministry is also responsible for the maintenance and operation of ferry services at key points in the Great Lakes system.

## Deputy Minister's Office

### Common Records

Board of Governors Membership

## Corporate Services Division

The Corporate Services Division is responsible for all corporate services as listed below.

### Common Records

CORPAY

## Audit and Evaluation Services Branch

The Audit and Evaluation Services Branch provides audit and evaluation services to management within the ministry by: conducting audits and reviews, providing consulting services and making recommendations on financial and management controls; evaluating the effectiveness of ministry programs and activities; auditing existing information systems and advising on the development of new systems; investigating suspected fraud, wrongdoing or other issues.

### Common Records

Tests, Examinations and Assessments

## Communications and Public Education Branch

The Communications and Public Education Branch communicates ministry policies and programs to the media and the public in French and English. The branch sets communications policy, advises on issues and provides communications support to the Minister and Deputy Minister. The branch also provides road safety public education - stressing safe operation of cars and commercial vehicles, motorcycles, mopeds, bicycles, snowmobiles and school buses.

## Customer Service Branch

The Customer Service Branch provides the public with one-stop access to information about the ministry, its programs and its services. This includes information about provincial highway conditions through MTO INFO, research and management information in the MTO Library. The branch assists ministry programs in delivering French Language Services and administers the ministry's Employee Involvement Program. The branch also handles requests from the provincial Ombudsman, the Ontario Human Rights Commissioner and requests under the Freedom of Information and Protection of Privacy Act. The various



offices of the Customer Service Branch are described in individual entries.

## **Freedom of Information Office**

The Freedom of Information Office is a "one-window" bilingual service to help the public get information under the Freedom of Information and Protection of Privacy Act. This office also coordinates the ministry's participation in appeals, inquiries or investigations by the Ombudsman and the Ontario Human Rights Commission, as well as the Ontario Information and Privacy Commissioner.

### **Common Records**

Freedom of Information and Protection of Privacy Act  
Requests  
Ombudsman/Human Rights Commission

### **Manuals**

Freedom of Information and Protection of Privacy

## **French Language Services Office**

The French Language Services Office assists in the planning and delivery of customer services in French; coordinates and monitors the ministry's provision of French language services; and reviews, develops and implements ministry policies and procedures regarding services in French.

## **MTO Info**

MTO INFO provides bilingual telephone, fax and in-person information on ministry products and services. MTO INFO can be reached at 416-235-4MTO (4686), 1-800-268-4MTO (4686) or 905-704-2000. Ministry publications are available by calling 1-800-739-4949 or 905-704-2200 including Ontario Transportation Map Series (OTMS), Ontario road maps, driver handbooks and selected ministry manuals. Roads information operates a year-round telephone reporting service on winter highway conditions and summer highway construction. Call 416-235-1110 (toll-free 1-800-268-1376) and for cellular phone service call \*.ROAD (x7623) on the Bell Mobility network and #ROAD (x7623) on the Cantele network. Local road information may also be obtained from the ministry's regional or district offices listed under the Operations Division entry. MTO INFO also publishes road bulletins and other road conditions material. People with hearing disabilities who have access to the telecommunication device for the deaf (TDD) can call 905-704-2426.

### **General Classes or Types of Records**

Fact Sheets

## **MTO Library**

MTO Library provides reference and information services to the ministry and its agencies. Limited service is provided to the other ministries, federal, provincial and municipal agencies, researchers, consultants and the general public.

MTO Library is the ministry's designated reading room and provides public access to the ministry publications, manuals and internal procedures. The collection includes electronic, print and audio-visual materials on subjects that relate to the ministry's areas of responsibility, including research reports, standards, specifications, annual reports and conference proceedings. Special collections include all Transportation Research Board publications, American Association of State Highway and Transportation Officials (AASHTO) reports, American Society for Testing Materials (ASTM) standards and reports, Statistics Canada reports (microfiche) and the Society of Automotive Engineers (SAE) publications.

The library places considerable emphasis on management and customer service materials in paper and electronic formats.

MTO Library services include: electronic searching for materials, acquisition and on-demand photocopying (ministry only), inter-library loan, and publication of the current awareness bulletins "Library News," "Video Update" and "Journal Contents" which advertise the library's acquisitions.

### **Common Records**

Library Users Lists

## **Relocation Services/Community Relations Office**

The Relocation Services/Community Relations Office provides support to employees, their families and their households in relocating to the Niagara region. Information regarding services, housing, schools, day care, transportation, community services, spousal employment, community attractions, annual events and recreational activities is provided, along with a display of regional and individual community information. Information is well displayed in cabinets containing pamphlets, brochures and newsletters; in addition, a relocation electronic bulletin board is used extensively and is updated frequently. Employment inquiries are received and referred to the Human Resources Branch.

Community Relations is a one-window opportunity both for the community and the region to get in touch with the ministry and for the ministry to collaborate with the community on innovative partnerships and links to maximize opportunities and benefits to the ministry and to the region. Corporate representation and involvement in the

community through representation on key community Boards of Directors and special community projects is a central part of the mandate, as is providing access by the community to the facilities available in the new ministry building. In addition, staff advise the community on issues which require access to government services at all levels.

### Downsview Corporate Services Centre

The Downsview Corporate Services Centre is comprised of seven main sections which provide general administrative, human resources, financial, purchasing, supply, warehousing, postal, occupational health and safety services to all staff and locations in Central Region and the Downsview complex. In addition, it provides technological planning, management, technical and administrative support services of the computer-based infrastructure. Ministry-wide coordination of redeployment is also provided.

#### Common Records

Career Planning/Training  
Co-op, Work Term, Final Job Placements  
Freedom of Information and Protection of Privacy Act Requests  
Grievances and Applications  
Health and Medical Records  
Identity/Employee Card  
Job Competitions and Applications  
Student Applications  
Travel/Expense Accounts  
Workers' Compensation

### Facilities and Operation Services Branch

The Facilities and Operation Services Branch is responsible for corporate advice, product delivery and services related to corporate procurement, government fleet management, facilities management, printing and publishing, as well as other corporate operation services. The Corporate Operations Office, the Facilities Management Office and the Publishing Management Office form the foundation of this new branch. This new organization took effect June 19, 1995.

### Financial Planning and Evaluation Branch

The Financial Planning and Evaluation Branch provides the ministry with financial direction, planning, management, accounting and claims services, and serves as financial liaison with Management Board and Treasury Board, the Provincial Auditor and other Ontario government ministries and agencies, as well as being the focal point for claims both for and against the ministry. The branch is organized into four main functional areas: corporate budget, corporate priority setting, general corporate accounting (including payroll, accounts payable, and revenue) and claims

(including insurance claims against the government and claims by the Crown).

#### Common Records

CORPAY  
Career Planning/Training  
Travel/Expense Accounts

#### Manuals

Finance

#### Personal Information Banks

##### Home-Owner Employee Relocation Plan

Location: Financial Planning and Evaluation Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.4, s.24(d); R.R.O. 1990, Reg. 977, s.4(1). Information Maintained: Name, address, position, relocation date. Uses: Record an employee's interest in entering the program; guarantee the price of his/her property. Users: Financial Branch staff. Individuals in Bank: Ministry employees being relocated and needing to sell their homes. Retention and Disposal: Not determined.

##### Legal Claims (accident, damage or injury)

Location: Financial Planning and Evaluation Branch. Legal Authority: Claims by the ministry - Highway Traffic Act, R.S.O. 1990, c.H.8. s.199(3); claims against the ministry - voluntary. Information Maintained: Name, address, police reports, type of claim. Uses: Assist the government in recovering costs of damage to Crown property; defend claims made against the government. Users: Financial Planning and Evaluation Branch staff, the Crown's insurers and their agents involved in claims. Individuals in Bank: Individuals involved with the ministry. Retention and Disposal: Seven years after settlement of claim, then destroyed.

### Human Resources Branch

The Human Resources Branch provides leadership in the development of human resources policies, practices, plans and systems in support of the ministry's priorities and business plans. Branch staff provide consulting services to the executive, line managers and staff on human resources management issues. The branch works in partnership with staff and their organized representatives to provide a safe, healthy and responsive workplace environment. The branch's functions include establishing human resources management policies and procedures; directing organization design, development and workplace innovation strategies; education, training and development of staff; providing leadership in labour relations; maintaining databases and systems to support effective human resources management and developing strategies to support equal opportunity. It also provides services for employee benefits and group insurance, classifications, staffing and pay administration.



## Common Records

### CORPAY

Career Planning/Training  
 Central Attendance Recording System (CARS)  
 Employee Personnel, Payroll and Benefits Records  
 Employment Application Inventory  
 General Employment History and Payroll Information  
 Grievances and Applications  
 Identity/Employee Card  
 Job Competitions and Applications  
 Medical Information (Personnel)  
 Ombudsman/Human Rights Commission  
 Performance Management  
 Student Applications  
 Workers' Compensation  
 Workplace Discrimination and Harassment Prevention Program

## Manuals

Personnel

## Personal Information Banks

### Human Resources Inventory

Location: Human Resources Branch. Legal Authority: Public Service Act, R.S.O. 1990, c.P.47, s.25(1).

Information Maintained: Name, date of birth, education, employee number, social insurance number. Uses: Maintain an inventory of ministry personnel; career development purposes (promotions and competitions). Users: Human Resources staff, Corporate Management Committee, senior executives and managers. Individuals in Bank: Ministry employees (job classification level 12 and up). Retention and Disposal: Not determined.

## Information Systems Branch

The Information Systems Branch is responsible for the development of the information resource environment that supports the delivery of the ministry's business.

The branch manages the development of strategic and operational information technology plans that define how the ministry will use information technology to achieve business objectives.

Information Systems Branch is responsible for the development and operation of the ministry's technical architecture that links all ministry offices across the province. This facility provides a common base for computer communications, a common applications development environment, and facilitates the sharing of information through administrative, transportation and engineering systems. The branch also develops and maintains ministry-wide systems and databases, as well as

policies, standards and guidelines for the management of information technology.

Other services to the ministry include consulting, information technology training, data security coordination, data administration and technical support for hardware, software and the data communications network.

The branch consists of three offices: Planning and Client Support, Technology Management and Information and Applications Management.

## Enterprise Systems Office

The Enterprise Systems Office is responsible for providing divisional information technology services and delivering a wide range of applications management functions for administrative systems, including applications planning, system development, maintenance and support, as well as client consulting, business analysis, user support and training.

## Legal Services Branch

The Legal Services Branch provides the ministry with legal services, including advice on driver and vehicle licensing matters (416-235-4408). The branch provides advice to the ministry on the interpretation of statutes and regulations and assists in the preparation and review of proposed legislation, regulations and other legal documents such as contracts. It also coordinates ministry prosecutions and litigation, participates in the settlement of claims and appears before administrative tribunals. The branch is staffed by the Ministry of the Attorney General.

## Operations Division

Operations Division is responsible for building and maintaining the provincial highway system; building and maintaining remote airports; building and operation of some ferry services; delivery of municipal road and transit subsidies; and driver examination, vehicle inspections and highway carrier enforcement. This is done through the Resources Management Branch at head office and through five Regional Offices, 11 Engineering District Offices and 15 Driver and Vehicle District Offices.

The five Regional Offices do the route planning, design, construction and maintenance for the provincial highway system; the field administration of the driver and vehicle responsibilities; and the delivery of municipal road and transit subsidies. These regional functions are described in more details in individual entries.

In Central Region, however, these functions are organized into two separate offices to manage the work involved. There are no engineering district offices in this region, but there are operational staff. Central Region Planning, Engineering and Construction is responsible for all activities associated with the route planning, design and construction of provincial highways. Central Region Operations manages maintenance and municipal activities. One of the keys of this is the traffic management function, which includes management of the two COMPASS Operations Centres in Downsview and Burlington. (COMPASS is the name of the ministry's electronic signs used to communicate with drivers on highways). In addition, the Provincial Sign Shop in Toronto, along with its satellite facility in North Bay, makes signs for all regions and districts and is also the responsibility of Central Region operations. The ministry's Safety and Regulation Division looks after drivers and vehicles responsibilities within Central Region. Ferry Services are managed and/or operated in Eastern, Northern and Southwestern Regions. Remote airport services are managed from the Northwestern regional office.

The 11 Engineering District Offices manage the summer and winter maintenance of the provincial highway system and help municipal authorities develop and maintain a system of roads and streets that meets municipal needs, and that compliments the provincial highways system. The district offices advise on construction and maintenance techniques, when requested, and authorize payment of ministry subsidy funds to municipalities. In unorganized territories, construction or maintenance of local roads is carried out in cooperation with land owners. The district offices also provide information on the condition of provincial roads and highways, and permits for entrances onto provincial highways. Permits for advertising signs and buildings/structures next to the highway are issued through the district offices.

Driver and Vehicle Area Offices provide driver examination, vehicle inspection and highway carrier enforcement functions. The offices hold driver examination tests for various classifications of drivers, cars, trucks, motorcycles and other motor vehicles as well as for driver education instructors. Offices throughout the province conduct demerit point and driver-improvement interviews. There is also a vehicle inspection function for commercial motor vehicles, monitoring of school vehicles and bus inspection, issuance of safety standard certificates and operation of portable and inspection lanes. Transportation Enforcement Officers inspect commercial motor vehicles for compliance with legislation governing driver qualification, vehicle size, weight, mechanical fitness and load security. Oversize/Overweight permits are issued on an annual, project and single-trip basis.

## **Area Corporate Service Centres**

Area Corporate Service Centres, located in all regions except Central Region, provide financial, human resources, and purchasing and supply services to all staff who work in the regional/district and field offices. These services include Information Technology planning, implementation and operational support, training coordination, payroll and related items; processing accounts for payment; maintaining cost records and budgets; recovery of expenditures (e.g., shareable work, damage to Crown property); purchasing goods and/or services and stockkeeping; supply and service tenders; communications (telephone, teletype); recruitment, classifications, counselling of staff, etc.; newspaper advertising; secretarial support, furniture and office equipment ordering; and record maintenance. These services for Central Region, Operations and Central Region, Planning, and Engineering and Construction are provided by the Downsview Corporate Services Centre.

### **Common Records**

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Medical Information (Personnel)  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation

## **Regions and Districts**

Regions and Districts perform program delivery functions for the Operations, Policy and Planning, and Safety and Regulation Administration programs and, in Northwest region only, the Air Program. Each of the five regions is responsible for a defined geographic part of the province. Some functions are performed at the regional level, while others are delivered at the district level. Each region, except Central Region, is divided into both Provincial Highways, and Driver and Vehicles Areas. See the entries listed below for office locations.

### **Common Records**

CORPAY  
Central Attendance Recording System (CARS)  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information



Grievances and Applications  
 Identity/Employee Card  
 Job Competitions and Applications  
 Medical Information (Personnel)  
 Travel/Expense Accounts  
 Workers' Compensation

### General Classes or Types of Records

Asset Disposal  
 Compass, Contracts, Tenders  
 Construction Tenders, Work Orders, Plans, Schedules and Reports  
 Corridor Control Reviews and Activities  
 Driver Examination Centres (operations and production)  
 Electrical Design  
 Employees' Training Plan  
 Employment Equity Plan  
 Engineering Services  
 Geotechnical Soils, Aggregates, Data  
 Highway Pavement Conditions, Drainage and Hydrology  
 Highway Planning and Design  
 Highway Strip, County Site and Militia Maps  
 Land/Transfer/Acquisition  
 Long-Term Municipal Transportation  
 Maintenance Inspectors' Reports  
 Maintenance Work Orders  
 Ministry Agreements (re: permits, property, maintenance, utilities)  
 Municipal Roads Subsidies  
 Remote Airports Construction and Maintenance  
 Road Needs  
 Staff Safety  
 Structural Reports and Inventory  
 Traffic Management Records (signs, signals, and traffic count data)  
 Vehicle Inspection  
 Winter Maintenance and Sanding/Salting Reports

### Manuals

Drivers & Vehicles  
 Equipment  
 Finances  
 General Administration  
 Highway Geometric Design  
 Maintenance  
 Ministry of Transportation Directives  
 Personnel  
 Procedure  
 Supply and Services  
 Traffic

### Construction Office

Through five regional Construction Offices, the ministry administers and supervises contracts for the construction of new highway facilities and for rehabilitation and upgrading

of the existing highways. These offices are located at the five regional offices listed under this ministry's Operations Division entry.

### General Classes or Types of Records

Annual Road Construction Programs - Computer Listing (PIMS)  
 Construction Resources Evaluation Program (CREP) - Computer Listing  
 Highway Program Project Files

### Drivers and Vehicles Office

The Drivers and Vehicles Office provides driver examination, vehicle inspection and highway carrier enforcement programs through 5 regional and 12 district offices in the province.

### Personal Information Banks

#### Driver Improvement Counselling - Interview Records

Location: Drivers and Vehicles Office. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.32(12); O. Reg.359/81, s.4. Information Maintained: Name, address, copy of driving record and driver's interview results,, date of birth, driver's licence number. Uses: Review results of demerit point interviews and make recommendation. Users: Driver Review and Control staff, manager, deputy registrar and registrar. Individuals in Bank: Individuals whose driving record is under review due to demerit point accumulation. Retention and Disposal: Paper retained several months; microfilm retained indefinitely.

#### Permits - Application

Location: Drivers and Vehicles Office. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8. Information Maintained: Name, address, conditions or endorsements, date of birth, height, sex. Uses: Maintain records of all class G1 and M1 licences; record dates of road tests. Users: Drivers and Vehicles Office staff. Individuals in Bank: Individuals applying for a driver's licence. Retention and Disposal: One year, then destroyed.

#### Vision Test Results

Location: Drivers and Vehicles Office. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.32(14); R.R.O. 1990, Reg. 585, s.12. Information Maintained: Name, address, vision test results. Uses: Ensure that individuals applying for driver's licences have adequate vision. Users: Drivers and Vehicles staff. Individuals in Bank: Individuals applying for driver's licences. Retention and Disposal: Passed certificates, not determined; failed certificates destroyed after 1 year.

### Engineering Office

An Engineering Office is located at each of the ministry's 5 regional offices, listed under the Operations Division entry.

Each office manages all pre-construction engineering activities, environmental assessment, property acquisition and disposal required for the ministry's highway improvement programs. The Planning and Design Section prepares preliminary designs and assessments of existing and future highway systems; produces detailed project and contract designs; coordinates activities to ensure that detailed design contract packages conform to the Environmental Assessment Act; and ensures compatibility of public and private developments with existing highway facilities and future improvements. The Surveys and Plans Section provides all engineering and land surveys and aerial photograph interpretation in the region. The Property Section acquires, manages, leases and sells the ministry's property holdings. The Geotechnical Section conducts investigations and evaluations of existing soil conditions, recommends embankments and pavement designs, specifies retaining wall and culvert foundation capacities, and identifies and tests aggregate sources suitable for use by ministry contractors. The Structural Section undertakes structural and hydrological designs.

### Personal Information Banks

#### Property

Location: Engineering Office. Legal Authority: N/A.  
Information Maintained: None. Uses: N/A. Users: N/A.  
Individuals in Bank: N/A. Retention and Disposal: N/A.

### Regional Operations

The general highway maintenance activities for the districts are coordinated, approved and monitored through the regional offices (see list under this ministry's Operations Division entry). These offices manage construction and maintenance programs associated with patrol yards and buildings. The office also monitors municipal transfers for road works. A Traffic Section collects traffic statistics, conducts traffic operations studies, determines road information, sign and traffic signal locations and provides traffic engineering services when requested.

### Remote Northern Transportation

The Remote Northern Transportation Office, located in the northwestern regional headquarters, is responsible for the construction and ongoing operation of remote airports in northern Ontario. For information on provincial policy on aviation matters, see this ministry's Aviation Office entry.

### Resources Management Branch

The Resources Management Branch is responsible for the effective coordination of all resources, both human and financial, which are administered for the regional operations activities. The branch has two offices: The Resources Administration Office and the Resources Planning Office.

These offices provide the central functions of program analysis, programming, scheduling and expenditure control for capital and operating delivery activities carried out in each Ministry of Transportation region and district.

The Resources Administration Office provides coordinating services for the effective use of capital and operating funds allocated to regional operations. These services include: the preparation, deployment and monitoring of all division budgets; the control of capital and operating expenditures within allocated budgets; the development and management of a multi-year highway construction plan; the schedule preparation, monitoring and authorizing of head office tendering for current capital projects.

The Resources Planning Office ensures effective coordination of the business processes, organization development and human resource management for the Operations Division. This includes providing leadership, coordination and/or analysis of corporate and cross-divisional issues and initiatives. Executive support, advisory and communications services for the Operations Division are also provided.

### General Classes or Types of Records Capital Construction Management System

## Policy and Planning Division

The Policy and Planning Division is responsible for all aspects of transportation planning for the province. This includes the development of strategic multi-modal and multi-jurisdictional transportation plans for the movement of people and goods in all parts of Ontario, the development of sound transportation policies in support of the government's and ministry's objectives, the formulation of strategies to guide investments in all transportation modes, the development of funding strategies for capital investments and support of our transportation industry through research and development.

### Common Records

Freedom of Information and Protection of Privacy Act  
Requests

### General Classes or Types of Records

1990 Commercial Vehicle Survey, Queen Elizabeth Way  
Air Carrier Services (fares and information)  
Air Services (survey data, statistical data and projects)  
Airport/Heliport (construction, maintenance and management)  
Environment Influence on Freight Transportation Policy  
Intercity Passenger Transportation (policy, projects and surveys)



Major Planning Initiatives in the GTA and Elsewhere in the Province (reports, studies, statistics)  
 Provincial Highways Inventory Management System - Roads, Structures, Reports  
 Rail Transportation Service (reports, legislation and regulation)  
 Strategy Development and Policy Planning  
 Transportation Demand (study/survey reports and files)  
 Transportation Demand (land use/demographic computer files)  
 Transportation Demand (travel survey computer files)  
 Transportation Energy Efficiency (operations, projects)  
 Transportation Energy Program (fleet listings and mailing lists)  
 Transportation Technology Development (project files, reports, working papers)  
 Transportation of Goods (policies and projects)

#### **Manuals**

A Guide for Completing County and Regional Road Systems Bylaws  
 A Guide for Township Road Superintendents

### **Corporate Policy Branch**

The Corporate Policy Branch is responsible for fostering the development of strategic directions for implementation across the ministry and to provide policy advice and support on corporate and government-wide issues and priorities to the Minister, Deputy Minister and members of the senior executive. It assumes responsibility for special corporate-based projects and is composed of the following offices.

### **Corporate Policy and Strategic Management Team**

The Corporate Policy and Strategic Management Team coordinates all facets of the ministry's strategic management process. The team is also responsible for the development and coordination of corporate policy initiatives. One of the major projects currently being coordinated/developed in the team is activities surrounding the environmental agenda.

### **Corporate Project Group**

The Corporate Project Group (Aboriginal Issues Project) coordinates ministry support for the provincial aboriginal agenda, develops MTO's policies in support of the aboriginal agenda, coordinates the activities of the Aboriginal Issues Action Group and supports provincial land claims and self-government negotiations.

### **External Relations and Partnerships Office**

The External Relations and Partnerships Office coordinates transportation-related inter-governmental relationships

between Ontario and other provinces, neighbouring states and support to other divisions for transportation sector industry promotion. The office actively participates with Ontario business and other government agencies in the continued involvement of Ontario interests in new transportation projects.

### **Policy Liaison Office**

The Policy Liaison Office provides support to the Minister's and Deputy Minister's Offices, Executive Committees, and provides overall liaison with Cabinet Office, central agencies and other ministries on ministry and government policy matters. The Policy Liaison Office manages the issue identification process, involving the Minister's, Deputy Minister's Offices and Communications Branch.

### **Strategic Transportation Research Branch**

The Strategic Transportation Research Branch plans, manages, supports and undertakes strategic research and demonstration activities in support of ministry and government priorities and objectives. The work of the branch spans areas such as transportation accessibility and coordination, the economic impact of transportation, social and demographic trends influencing transportation planning, advanced technologies to improve transportation systems and vehicles and environmental aspects of transportation. You will find the Community Transportation Office, Strategic Passenger Research Office, Freight and Economic Research Office, Intelligent Transportation Systems Office and Strategic Vehicle Technology Office within this branch.

### **Community Transportation Office**

The Community Transportation Office (CTO) was established by the province within the Ministry of Transportation to promote and manage the Coordination of Community Transportation Initiative. Community Transportation encompasses four sectors: public transportation, school transportation, health transportation and social transportation. Coordination can involve the sharing of vehicles, staff (e.g., drivers, dispatchers) and physical facilities (e.g., training, insurance). At the extreme, it could also involve the amalgamation of transportation resources between organizations, or the establishment of a service broker who is responsible for obtaining or providing transportation services for all organizations within a community. CTO works with the Ministries of Education and Training, Health, Community and Social Services, and the former Ministry of Citizenship to identify and address provincial legislative, regulatory and policy barriers to local coordination of community transportation. CTO also provides guidance and support to communities that are interested in pursuing coordination of transportation.

### **Freight and Economic Research Office**

The Freight and Economic Research Office conducts freight research and economic research as it pertains to transportation in Ontario. The office undertakes market analysis, providing trends, forecasts and analysis of freight flows, and freight transportation supply and demand factors. The office provides research, analysis and expertise concerning the trends affecting freight transportation in Ontario - now and into the future. Applications of transportation market analysis and socio-economic research include transportation impact studies and support for strategic investment decisions.

#### **General Classes or Types of Records**

Freight Distribution Series - Reports

Freight Trends

FreightFacts

SE Facts (Socio-Economic Facts)

### **Intelligent Transportation Systems Office**

The Intelligent Transportation Systems (ITS) Office conducts, promotes, and facilitates research, development and demonstration activities in the application of control, communications and information systems technologies to improve transportation in Ontario. The emphasis is working with the public and private sectors in improving productivity, safety, mobility and the quality of life in Ontario as it pertains to transportation. Activities are concentrated in the areas of intelligent vehicle/highway systems, electronic toll collection, urban transit management, traffic control systems and other advance technology applications such as robotics for road and transit maintenance, fare collection and smart cards.

### **Strategic Passenger Research Office**

The Strategic Passenger Research Office conducts business research on passenger transportation in Ontario with particular emphasis on socio-economic trends and influences. The office carries out market analysis (demand and supply factors) to determine trends and outlooks and to investigate passenger transportation issues. Information is maintained on Ontario land use/demographic trends and forecasts, social profiles and commuting patterns throughout the province. As part of the provision of socio-economic expertise, the office explores changing attitudes towards transportation.

#### **General Classes or Types of Records**

Data for Ontario (Census Place of Work)

Rail Transportation Service (reports, legislation and regulation)

### **Strategic Vehicle Technology Office**

The Strategic Vehicle Technology Office initiates, conducts, and evaluates research, development and demonstration activities to improve productivity, safety (including stability and handling), environmental impact of vehicles and application of technology to bus transit and commercial vehicles. The office conducts research on motor vehicles, trucks, alternative fuels, electric propulsion systems and develops and demonstrates new products for vehicles to improve safety, efficiency and the mobility of persons with disabilities. Special testing facilities, including an instrumentation laboratory, chassis dynamometer and commercial vehicle test truck, support these activities and other ministry needs.

#### **General Classes or Types of Records**

Transportation Energy Program (fleet listings and mailing lists)

Transportation Technology Development (project files, reports, working papers)

#### **Manuals**

Transportation Energy Analysis

### **Transportation Policy Branch**

The Transportation Policy Branch develops and communicates sound transportation policies that recognize the needs of users and providers of transportation services and directly support the government and ministry objectives of social and economic development.

#### **General Classes or Types of Records**

1990 Commercial Vehicle Survey, Queen Elizabeth Way  
Transportation of Goods (policies and projects)

#### **Personal Information Banks**

##### Owner-Operator Business Skills Survey

Location: Transportation Policy Branch. Legal Authority: Voluntary. Information Maintained: Name, address, age, area of operation, availability, business skills, business skills required, education comments, home base, money willing to pay for training, number of trucks operated, numbers of years operated, spouse's participation in business, time willing to put toward training, type of operation. Uses: Determine what business skills owner-operators require. Users: Staff of Freight Transportation Policy Branch. Individuals in Bank: Commercial vehicle owner-operators. Retention and Disposal: Up to 10 years on computer database, then destroyed.

### **Economic Policy Office**

The Economic Policy Office is responsible for coordinating and providing economic policy response to and assessment of issues and initiatives such as fiscal, monetary, and



industrial policies and development, policy proposals affecting the transportation system and provincial and federal budget. The office is also responsible for transportation policy and implementation issues related to trade surrounding interprovincial trade in transportation services, NAFTA, GATT, bilateral agreements, and dispute resolution.

### Freight Policy Office

The Freight Policy Office is responsible for overall policy for "goods transportation" matters and efficiency of the freight transportation network. Under the existing multi-modal work team, the office is responsible for mode-specific policy issues under trucking, freight rail, inter-modal and marine.

### Logistics Consulting Office

The Logistics Office is responsible for promoting economic development, job creation and trade expansion by providing detailed logistics information; advising and guiding small- and medium-sized businesses; working closely with provincial and municipal economic development authorities in conducting comprehensive plant site location studies for multi-national investors that highlight the transportation advantages of locating in Ontario; and providing direct support to freight transportation policy development and implementation by identifying issues and concerns faced by transportation stakeholders in Ontario.

### Passenger Policy Office

The Passenger Policy Office provides overall policy for "people transportation" matters by providing a framework for an integrated passenger transportation system, including promoting a better balance between improved public transportation and use of the private automobile. The office also develops long-term passenger policy including consideration of passenger needs/preferences, and requires statutory/regulator action. The office incorporates into the policy process the interests of the travelling public, labour and the carrier industry, in the context of provincial policy objectives extending beyond transportation.

### Urban Transportation Policy Office

The Urban Transportation Policy Office is responsible for the overall policy for urban transportation matters extending to the GTA Transit Integration initiative, encompassing all policy, development of an overall sustainable provincial urban transit policy and for ongoing liaison and consultation on matters relating to transit policy development.

### Transportation Systems Planning Branch

The Transportation Systems Planning Branch develops strategic, multi-modal and multi-jurisdictional transportation plans for designated areas of the province; conducts transportation corridor studies; provides provincial transportation perspective to municipalities and other ministries on land use planning and approval processes; acts as ministry liaison with GO Transit on all planning matters; develops comprehensive transportation plans for the Greater Toronto Area and other regions of the province; provides leadership in building consensus around major transportation development projects; provides support to municipalities for their transportation planning and related studies; researches travel demand; and monitors future trends and travel behaviour in the province.

#### General Classes or Types of Records

Major Planning Initiatives in the GTA and Elsewhere in the Province (reports, studies, statistics)

Transportation Demand (study/survey reports and files)

Transportation Demand (travel survey computer files)

### Demand Management and Forecasting Office

The Demand Management and Forecasting Office provides leadership in collecting and developing transportation demand information, trends and forecasts in support of the transportation planning and policy environment in Ontario; the office forecasts transportation requirements (provincial highways, GO Transit, urban transit); develops, maintains, coordinates and integrates transportation network modelling (O/D surveys, computer-based travel simulations); determines, supports and coordinates the feasibility and implementation of transportation demand management techniques and measures (rider-sharing Program, HOV lands); and assembles data/trends on urban and inter-city transportation.

#### Personal Information Banks

##### Share-a-Ride Matching System

Location: Demand Management and Forecasting Office.

Legal Authority: Voluntary. Information Maintained: Name, address, telephone numbers, hours of work, employer and commuting characteristics. Uses: Help set up rides. Users:

Office staff. Individuals in Bank: Ontario Government

employees. Retention and Disposal: One year if not updated.

### Project Planning Office

The Project Planning Office is responsible for the development of plans, strategies and planning advice for a variety of initiatives within the Greater Toronto Area (GTA), having broad provincial interest and often leading to policy/investment decisions. These have included the Metro Rapid Transit Expansion Program; provincial positions for

north-east Metro and the Rough Park; and a variety of initiatives along the Metro Waterfront such as the Greenwood race track site, West Toronto Downtown Lands and Garrison Common. Presently, the office is responsible for managing the development of a comprehensive transportation plan for the GTA using as a basis the provincially established urban structure concept.

### Provincial Planning Office

The Provincial Planning Office is responsible for transportation planning matters at the international, provincial and inter-regional levels. Specifically, the office develops strategic transportation perspectives and network planning studies for large areas of the province, prioritizes transportation capital improvements based on broad socio-economic criteria, liaises with other government jurisdictions to ensure coordinated transportation planning at international crossings, and represents the ministry on various transportation planning exercises.

### Urban and Regional Planning Office

The Urban and Regional Planning Office provides leadership, advice and assistance to municipalities for transportation planning activities and studies; develops, in conjunction with other provincial ministries, agencies and municipalities, a strategic transportation plan which would support and complement the overall growth management strategy for the Greater Toronto Area (i.e., GTA Plan); the office acts as the primary ministry liaison with GO Transit on all planning matters, including the evaluation of network and service expansion (i.e., GO Vision); provides the provincial perspective on transportation issues that transcend municipal boundaries; supports Ontario Planning Review through the development of policies, guidelines and performance indicators; develops plans and provides advice on airport ground access issues; conducts studies to develop innovative funding concepts for transit infrastructure (i.e., rapid transit and GO Transit); and pursues land/use transportation coordination opportunities through gateway studies.

### Quality and Standards Division

The Quality and Standards Division has overall responsibility for establishing transportation engineering standards, service standards, operational policies, and for promoting quality transportation facilities and services through innovative research and acquisition processes. The division consists of the Transportation Engineering and Standards Branch, the Transportation Operations Branch, the Program Development Branch, the Research and Development Branch and the Acquisition Standards Branch.

### Construction and Operations Branch

The Construction and Operations Branch is responsible in the area of transportation operations for the development of operational policies, procedures, service criteria and standards to ensure the appropriate level of consistency and integration of the operation and maintenance of transportation services, infrastructure and related facilities, evaluating and continually improving the efficiency and effectiveness of operational processes and identifying of needs for change and improvement. Professional expertise in the areas of traffic operations, maintenance operations, fleet management and corridor management, as well as specialized program delivery functions, which include electrical design, freeway traffic management systems, planning and design, and landscape architecture design are also provided.

### Contract Management Office

The Contract Management Office deals with policies, management and awarding of transportation construction contracts.

The Contract Preparation and Control Section (416-235-3550), which prepares and carries out contract documents, answers enquiries during the tendering stage. The Contract Verification Section (416-235-3542) reviews documents for randomly selected contracts to assess general quality of documents and provides independent verification of the accuracy and compliance of contract payment. The System Application Section develops and maintains the automated processes in contract preparation, administration and verification.

The Executive Section (416-235-3558) coordinates development of policies and guidelines for the ministry's construction administration practices and contracting methods.

### Electrical Engineering Office

The Electrical Engineering Office develops policies and standards for electrical engineering applications, including traffic signals, lighting and control systems for freeway management, tunnels, remote airports, ferry terminals and other transportation facilities. The office provides electrical design and consulting services for electrical projects to internal offices. The office also provides advice on issues related to electrical systems design, operations and maintenance including emerging technology, environmental and occupational health and safety concerns.

#### Manuals

Electrical Engineering Manuals  
Remote Airport Lighting Manual



## Engineering Claims Office

Construction and maintenance contractors may appeal claim decisions made by the ministry's regional offices to the Assistant Deputy Minister, Quality and Standards Division. The Engineering Claims Office analyses the claim principles and costs, advises the Assistant Deputy Minister on the appeal, and, as authorized, negotiates a settlement.

## Equipment Engineering Office

The Equipment Engineering Office develops specifications, standards, policies and procedures, for the purchase, repair, maintenance and operation of the ministry's vehicles and equipment. The office evaluates tenders and trains ministry garage staff, resolves technical equipment-related problems, and develops and produces special purpose highway maintenance equipment not available on the market. The office also develops specifications for the purchase of equipment by Ontario municipalities.

### General Classes or Types of Records

Equipment Inventory Master Files  
Garage Equipment Work Orders  
Gasoline, Diesel Fuels and Motor Oil Receipts and Issues  
MTO Designed and Manufactured Equipment  
Ministry Equipment Specifications and Design Files

### Manuals

Equipment

## Government Garage

The Government Garage provides a complete chauffeuring and garage service to government ministries.

### General Classes or Types of Records

Vehicles and Equipment (operations and history)

## Estimating Office

The Estimating Office is responsible for ensuring that acceptable value and competitive bidding are received for contracts tendered by the ministry and by municipalities when requested. The office prepares the ministry's official cost estimate and working time prior to tendering of contracts, as well as cost estimates during the pre-engineering to allow evaluation of construction alternatives and after-contract award to resolve issues during construction. Recommendations for award/non-award of contracts are provided, based on an analysis of the bid prices received, together with proposals for alternative actions in the case of non-awards. The office is also responsible for maintaining a computerized database (Project Value System) of all tendered item process on ministry capital contracts for the most recent five years (average of three low bidders).

### General Classes or Types of Records

Project Value System

## Maintenance Office

The Maintenance Office develops quality and standards and operating policies for the maintenance of the Provincial Highways System. The office also provides specific technical leadership in the areas of maintenance contracts, patrol facilities maintenance, roadside vegetation management, pavement markings, sign manufacture and management information systems. Operational activities of the above functions are carried out by patrols and service crews operating in 12 districts across the province.

### General Classes or Types of Records

Maintenance Management Master File  
Various Maintenance Expenditures

## Qualification and Control Office

The Qualification and Control Office is responsible for the administration of the ministry's system of qualification for road and bridge construction contractors.

The office also has the responsibility for the administration of liens filed against ministry contracts pursuant to the Construction Lien Act.

## Traffic Program Management Office

The Traffic Program Management Office develops and implements policies, standards and procedures for traffic control devices (traffic signs and signals), illumination and speed limits on provincial highways. The office also maintains traffic accident information files for the provincial highway systems, develops traffic control techniques and devices; operational activities of the above functions are carried out by the regional offices (see this ministry's Operations Division entry).

### General Classes or Types of Records

24-Hour Vehicle Classification  
Annual Accident Rates  
Permanent Counting Station Reports  
Provincial Highways Traffic Volumes Report

## Transportation Corridor Management Office

The Transportation Corridor Management Office coordinates the review of development proposals (e.g., plans of subdivisions, official plans and zoning bylaws) that may affect provincial transportation proposals (e.g., provincial highways, future transit routes, etc.). The office develops policies and procedures for the transportation corridor

program on access policies, right-of-way protection, and permits for advertising signs, utilities, entrances and buildings. Advice is given to other government agencies, municipalities, developers and the public. Program administration is shared by district and regional offices (see this ministry's Operations Division entry).

**Manuals**

Corridor Control

**Program Development Branch**

The Program Development Branch provides operational policy and procedures, technical advice and administration in a number of areas described in further details under each heading.

**General Classes or Types of Records**

Air Carrier Services (fares and information)

Airport/Heliport (construction, maintenance and management)

**Manuals**

Municipal Airport Development Program - Subsidy Policy and Procedures

Municipal Airports (maintenance, operations and management)

Remote Airports Program - Policy and Standards

**Aviation Office**

The Aviation Office provides technical advice and financial assistance to municipalities for the development and maintenance of municipal airports, and plans and implements the construction and maintenance programs of remote airports in northern Ontario.

The actual construction and maintenance activities for remote airports are carried out by this ministry's Remote Northern Transportation Office, Northern Region.

**Municipal Roads Office**

The Municipal Roads Office administers the funding programs for the construction and maintenance of municipal roads and bridges. The principal Act under which the program operates is the Public Transportation and Highway Improvement Act. The Program Development Section prepares and maintains policies, procedures and directives. As well as dealing with questions of subsidy eligibility, the section manages program planning and training and acts as liaison with client organizations. The Program Management Section formulates municipal road funding allocations and monitors in-year expenditures through district and regional offices. The section is also responsible for the development of funding. This section administers the municipal road inventory systems. Data collection, entry and report

processing is managed under this section. Municipalities deal directly with the ministry's district offices for all services related to the municipal roads programs. For a listing of district offices see the Operations Division entry.

**Manuals**

A Guide for Township Road Superintendents

A Guide to Subsidy Policy, Municipal Roads Program

Deficiency Maps

Guidelines for Inspection, Evaluation and Rehabilitation for Existing Bridges

Highway Connecting Link Manual

Highway Inventory Select Information

Instructions in Accounting Municipal Roads

Inventory Manual - Municipal Roads and Railway Level Crossings

Methods and Inventory Manual - Road Management Plan for Small Lower Tier Municipalities

Municipal Bridge Appraisal Data Entry System

Municipal Program Analysis of Rehabilitation Systems

Municipal Roads Inventory Management System

Ontario Heritage Bridge Program

Subsidies for Grants Available - Municipal Roads Systems Bylaws

**Provincial Highways Office**

The Provincial Highways Office consists of the Inventory Management Section and the Capital Planning Section. The Inventory Management Section administers the Linear Highway Referencing System and the Highway Inventory Management System. The maintenance, analysis and reporting of the system condition is managed under this section. The Capital Planning Section is responsible for the highway needs assessment and evaluation. This information is used in the preparation of the capital investment plan for highways. Preparation of the system "health" report is the responsibility of this section. Technical advice and assistance is provided in respect of issues pertaining to capital needs and highway standards.

**General Classes or Types of Records**

Provincial Highways Distance Table

**Public Transportation Office**

The Public Transportation Office provides financial (capital and operating) and technical assistance to municipalities for transit operations, including specialized services for physically disabled persons. Assistance is also made available for construction, acquisition and rehabilitation of capital assets and equipment, and for transit planning studies and demonstration projects.

**General Classes or Types of Records**

Manuals

Ontario Urban Transit Fact Book - Conventional



## Ontario Urban Transit Fact Book - Specialized Services Reports

### Manuals

Municipal Tendering Procedures

Municipal Transit Manual - Conventional

Municipal Transit Manual for Specialized Services

## Systems Development Office

The Systems Development Office provides information systems support to the Roads Transportation, Public Transportation and executive office within the Program Development Branch. Services are also provided to municipal staff within regional and district offices.

The office is responsible for developing, implementing and maintaining information systems that are used to determine construction and maintenance needs, calculate allocation amounts, administer subsidy and grant payments, and automate office functions.

The office also provides training and help-line support to all clients.

## Research and Development Branch

The Research and Development Branch conducts civil engineering-related research and development activities in three main areas: (1) highway infrastructure provision, operation, maintenance, rehabilitation and management -- thus coming up with innovative designs, methods, durable materials and/or equipment related to pavements and structures; (2) efficiency and safety enhancements of: infrastructure features, winter maintenance, traffic operations and control, enhanced infrastructure instrumentation and substance of the environment; and (3) information technology (as a tool for research) and technology transfer from own and external sources to MTO practice.

The branch also monitors and assists with the Canadian Strategic Highway Research Program (CSHRP) and with transportation research at universities. A wide variety of technical publications is available (416-235-3480).

## Materials Research Office

The Materials Research Office conducts research into the properties and applications of materials used in highway construction and maintenance. These include concrete, steel, asphalt cements, elastomers, polymers, soils, mineral aggregates, coating and de-icing chemicals. The office also develops technology for the investigation and rehabilitation of deteriorated bridges, snow and ice control, vegetation management within the highway right-of-way, erosion control, environmental impacts and pavement marking.

Publications prepared by the office are available from the editor, Technical Publications (416-235-3480).

## Pavement and Roadway Research Office

The Pavement and Roadway Research Office carries out research relating to the design, construction, maintenance and management of highway pavements. Some projects involve commercial vehicle weights, crack sealing, performance evaluation of pavements and maintenance techniques, and computer-based performance prediction methods, expert systems and pavement management systems. Other areas include guiderail design and evaluation, illumination design and noise control.

### Manuals

Maintenance

## Structures Research Office

The Structures Research Office carries out research relating to the design, construction, evaluation and rehabilitation of highway bridge superstructures. It is responsible for enhancing the understanding of bridge superstructures and their components, developing improved techniques for structural analysis, and updating codes and standards for bridge design, evaluation and rehabilitation. Through bridge testing, existing bridges are evaluated for their realistic load-carrying capacity, thus extending their useful service life. Some development projects involve application of the advanced composite materials in bridges and development of new structural systems. The office also provides technical advice in developing/evaluating heavy-vehicle weight control regulations and policies, and develops guidelines for extra-heavy permit evaluations as governed by the highway bridge capacities.

## Technology Transfer Group

The Technology Transfer Group is responsible for the transfer of information from the Research and Development Branch, and the implementation of research products into ministry and municipal operations. Publications include technical reports, society papers, newsletters and magazine articles. The Technology Transfer Group monitors the activities of the United States Strategic Highway Research Program (SHRP) and the Canadian counterpart (C-SHRP), and coordinates the implementation of the products of these programs.

### Manuals

Highway Construction Practices and Potential  
Environmental Concerns  
Intersection Study Procedure Guide

## **Transportation Engineering and Standards Branch**

The Transportation Engineering and Standards Branch develops policies, designs procedures and systems, and offers advice for the infrastructure of the King's Highway System. The branch also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the ministry's regional offices and with industry.

## **Consultant Acquisition Services Office**

The Consultant Acquisition Services Office manages and coordinates the ministry's operating policy and procedures for the purchase and management of consulting services. The office develops policies and establishes monitoring processes that are carried out to ensure that consulting services are acquired through a competitive process, with the objective of obtaining the best value for the funds expended.

## **Engineering Materials Office**

Through the Bituminous (416-235-3715), Concrete (416-235-3705), Chemicals (416-235-3726), and Soils and Aggregates (416-235-3735) Sections, the Engineering Materials Office provides quality standards, policies and guidelines for materials and analysis services in the construction, maintenance and operation of highways. Laboratory testing, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the transportation system, including highways and bridges.

The Foundation Design Section (416-235-3731) conducts field investigations, performs geotechnical engineering analysis and produces foundation designs for the proper construction and maintenance of highways and bridges. The Engineering Materials Office publishes reports that are distributed within the ministry and made available to others on request.

### **General Classes or Types of Records**

- Aggregates Sources Lists
- Bituminous Section - Contract Files
- Bridge Deck Condition Surveys
- Chemicals and Materials Test Files
- Concrete Contract Files
- Engineering Materials (test results and files)
- Hot Mix Data
- Laboratory Mix Design Files
- Portland Cement Test Results
- Well Data

## **Environmental Office**

The Environmental Office develops policies, procedures, monitoring and training to ensure that the ministry's programs are in compliance with environmental legislation, regulations and standards. Factor areas addressed include all natural sciences, sound sciences, waste, noise and contaminants. Legislation addressed includes the Environmental Assessment Act, Environmental Protection Act, Ontario Water Resources Act, Fisheries Act and Federal Environmental Assessment Act. Environmental units are located in each of the ministry's regional offices (see this ministry's Operations Division entry).

## **Program Technology Office**

The Program Technology Office is responsible for the long-range information technology planning for the Quality and Standard Division, to produce long-range plans, action plans and operational plans, as well as coordinating the establishment of standards and policy guidelines for implementation of new technology within the division.

Plans, technology standards and an internally produced newsletter on technology implementation are available from this office for use within the Quality and Standards and Operations Divisions.

## **Property Office**

The Property Office is responsible for the application within the ministry of provincial policies and procedures in the areas of property appraisal, acquisition, land management, sales and leasing. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance, reviews selected regional land appraisals, coordinates technical training programs and systems development in property processes and prepares all arbitration cases proceeding before the Ontario Municipal Board. For information, contact the Property Section of the Engineering and Right-of-Way Offices (see regional offices listed under Operations Division).

### **General Classes or Types of Records**

- Activeland
- Landhist

## **Structural Office**

The Structural Office designs bridges, culverts and retaining walls on highways, and prepares plans and contract documents for their construction and rehabilitation. Activities include reviewing proposed designs of municipal bridges and culverts, evaluating the safe load-carrying capacity of bridges and recommending enactment of municipal load limit bylaws. The office generates and



maintains structural standards, structural manuals and handbooks, and design aids.

## Surveys and Design Office

The Surveys and Design Office provides the ministry with policies, standards, guidelines and procedures for civil engineering, surveying and cartographic applications related to provincial roads. It is concerned with the development of standards for highway geometrics, construction, design, drainage, hydrology, remote sensing, pavement and new products.

The office develops and maintains the Ontario Provincial Standards, which reflect construction and maintenance requirements for highways, watermain and sewers.

Responsibilities include developing, monitoring and providing technical expertise on automation of highway design processes; determining skid resistance of pavements and evaluating the roughness and riding quality of highways. It produces photogrammetric plans, cartographic maps, processes legal documents and provides control survey data/services.

The office produces a number of highway design and survey publications and manuals.

Maps are available to the public through the ministry's Customer Service Branch, MTO INFO (416-235-4607).

### General Classes or Types of Records

Cartography (working files and maps)  
Ground Surveys, Drawings and Photos  
Horizontal Control Monument Files  
Horizontal Control Point Values Report  
Index of Mosaics  
MTO Aerial Photography Index  
Manuscript Materials for Various Maps  
Photogrammetric Plans  
Vertical MTO Air Photos - Negatives

## Safety and Regulation Division

The Safety and Regulation Division's goal is to make Ontario's roads the safest in North America by providing improved road safety to all users. It advocates safe, efficient transportation in Ontario by establishing the acceptable qualifications for road users, monitoring their performance and, through new coalitions involving government, industry, safety groups and other community interests, positively influencing their attitudes and behaviour. It develops educational, legislative, operational and regulatory policy and program initiatives that will improve road safety and reduce personal, societal and economic effects of accident

injuries. It coordinates and disseminates road safety information with a view to positively influence road-user behaviour and attitudes. It administers the licensing of "for-hire" transport and its operators under the federal and provincial Acts (including the Highway Traffic Act, the Dangerous Goods Transportation Act and the Truck Transportation Act), and enforces these Acts with respect to driver and vehicle safety, vehicle weights and sizes and the movement of dangerous goods. As well, the division monitors the transportation environment and, when necessary, makes recommendations for changes that will improve it.

### Common Records

Board of Governors Membership

## Business Services Office

The Business Services Office's mandate is to develop and manage business and resource, financial planning, priority setting and evaluation services to Safety and Regulation Division by monitoring the use of resources to ensure efficient and effective service and taking corrective action when required, undertaking financial and human resource assessment and development activities, and by supporting the division planning committee activities and the division head in the strategic management and communication of the business plan and priorities.

### Manuals

Financial Control

## Business and Technology Integration Group

The Business and Technology Integration Group is responsible for portfolio management support for safety and service initiatives, the development of business/technology strategies, market research and business case development within the Safety and Regulation Division.

## Central Region Drivers and Vehicles

The Central Region Drivers and Vehicles Office delivers, within Central Region, the ministry's programs in the areas of driver examination and licensing, driver improvement, vehicle registration and vehicle inspection; and enforces the statutes and regulations related to the operation of vehicles on the highways of Ontario.

## Compliance Branch

Each of the following offices in the Compliance Branch carries out specific functions.

## **Carrier Control Office**

The Carrier Control Office investigates possible contraventions under the Motor Vehicle Transport (federal), Truck Transportation (provincial), Public Vehicles (provincial) and Highway Traffic Acts. It monitors the performance of truck and bus operations through the Commercial Vehicle Operator Record and initiates control and sanction proceedings against repeat offenders. The Enforcement Liaison Section monitors commercial vehicle enforcement programs and acts as a focal point for National Safety Code initiatives and relations with other jurisdictions, industries and ministries.

### **Common Records**

Board of Governors Membership  
Career Planning/Training

### **General Classes or Types of Records**

CVOR Operator and Driver Records  
NSC Facility Audit Information (Truck/Bus)

### **Manuals**

None

### **Public Records**

#### Commercial Vehicle Operators Registration (CVOR) Operator Records

Purpose: Records all convictions, accidents and detentions a carrier accumulates over a five year period to advise the public, shippers and carriers of the individual safety performance of a carrier. Legal Authority: The Highway Traffic Act, R.S.O. 1990, c.H.8, S.16. Information Maintained: Name, address, carrier type, fleet size, violation rate, detentions, CVOR number, commodity, thresholds, accidents, convictions and their associated severity values. Retrievability: Overnight system generated - Mainframe. Retention and Disposal: System maintains five years of data with automatic purging after five years. Access Procedures: Public completes application, pays \$5.00/record and submits to a MTO Office for overnight generation and mail out or pick-up of the record. Also available through the Kiosks.

## **Carrier Licensing Office**

The Carrier Licensing Office issues operating licences for bus operations under the Public Vehicles Act and for-hire trucking under the Truck Transportation Act. This office also administers the issuing of licences for for-hire bus and truck operations under the Motor vehicle Transport Act (Federal).

Carrier Licensing Offices issue Load Brokerage Certificates and Oversize/Overweight permits. This office administers the Motor Vehicle Inspection Station (MVIS) program.

Competency Tests and Certificates are controlled by the Carrier Licensing Office. The issuance of Commercial Vehicle Operator's Registration (CVOR) Certificates issued under the Highway Traffic Act is controlled by this office.

### **General Classes or Types of Records**

Commercial Vehicle Operators Registration (CVOR)  
Licensed For-Hire Carriers (Truck)  
Licensed For-Hire Carriers (Bus)  
Licensed Motor Vehicle Inspection Stations  
Load Brokers  
Public Vehicle Tariffs

## **Operational Policy and Standards Office**

The Operational Policy and Standards Office promotes the uniform delivery of safety programs for the truck and bus industry, the public and the ministry's enforcement staff, by providing education, direction and technical expertise.

The office develops and implements regulations, policies/procedures and field training in support of the ministry's commercial vehicle safety and regulatory enforcement activities. The office has policy responsibility for the province-wide network of motor vehicle inspection stations, highway inspection stations, the transportation of dangerous goods, the National Safety Code and the Commercial Vehicle Safety Alliance.

### **General Classes or Types of Records**

Enforcement Operational Policies and Procedures

### **Manuals**

Carrier Policy  
Enforcement Procedures  
MVIS Program Procedures  
Oversize/Overweight  
Systems Procedures  
Vehicle Inspection Enforcement Procedures Guide

## **Vehicle Emissions Project Office**

The Vehicle Emissions Project Office will develop a better understanding of the specifics of design and operation of an Inspection and Maintenance program for Ontario by hiring a contractor to build and operate a car, truck and motorcycle emission inspections station, for one year. The office will examine and evaluate technology facility design, operation, public acceptance and effectiveness during this period with a view to determining the need for a mandatory program in Ontario.

## **Vehicle Standards Office**

The Vehicle Standards Office provides consulting services to the ministry, other government agencies and the public on



vehicle-related legislation and regulations, vehicle safety standards, and vehicle performance and handling characteristics.

#### Manuals

Vehicle Inspection Enforcement Procedures  
Vehicle Policy  
Vehicle Registration

### Vehicle Weight Review Project Office

The Vehicle Weight Review Project Office examines legislation, regulations and operational policies for commercial vehicles. The aim is to develop user-friendly and forward-looking legislation that will address Ontario's needs for improved highway safety.

#### General Classes or Types of Records

Vehicle Standards, Specifications, Inspection and Investigations

### Licensing and Control Branch

The Licensing and Control Branch administers a program of products and services on driver and vehicle licensing and introduces new technologies to accommodate the changing needs of its customers. The branch regulates driver qualifications and performance and maintains licensing and conviction records for drivers and vehicles. It also provides driver and vehicle information to the public, the courts and law enforcement agencies. For inquiries concerning vehicle licensing, driver control (suspensions, demerit points), driver licensing (renewals, change of address) and the Canadian Agreement on Vehicle Registration, call 416-235-2999 or contact the nearest regional or district Drivers and Vehicles Office.

#### Common Records

Board of Governors Membership  
Freedom of Information and Protection of Privacy Act Requests

#### General Classes or Types of Records

Canadian Agreement on Vehicle Registration (CAVR)  
Driver Examination Centres Licence Issuing Report  
Driver and Vehicle Licence Office  
Garage Licences, Applications and Cancellations  
Log of Licence Plate and Driver Record Searches  
Ministry of Finance Sales Tax Records  
Program (operation of a vehicle in two or more jurisdictions)

#### Manuals

DABS  
Driver Examination - Inside (new)  
Driver Examination - Outside (new)  
Driver Licensing  
Driver Policy

Equipment  
Facility Planning Guide  
Financial Control  
Graduated Licensing Manual (pamphlet)  
Issuer Administration  
Licensing Operations  
Motor Vehicle Accident Report (for police services in Ontario)  
Operational Policy  
Prorate Registration  
Vehicle Policy  
Vehicle Registration

#### Personal Information Banks

##### Accident Claims - Suspension Documents

Location: Licensing and Control Branch. Legal Authority: Motor Vehicle Accident Claims Act, R.S.O. 1990, c.H.8, s.4(6). Information Maintained: Name, address, driver's licence number and relevant court documents to suspend driver. Uses: Record the request of the Motor Vehicle Accident Claims Fund for action against an individual indebted to the fund. Users: Designated Licensing and Control Branch staff. Individuals in Bank: Individuals under review for non-payment or who are currently in the process of paying a motor vehicle accident claim. Retention and Disposal: Paper retained 2 years, then destroyed; microfilm retained indefinitely.

##### Criminal Records - Search Reports

Location: Licensing and Control Branch. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.32 and s.58; R.R.O. 1990, Reg. 578, s.6. Information Maintained: Name, address, date of birth, driver's licence number, eye colour, height, restrictions/endorsements and report of criminal record, sex, vision. Uses: Determine eligibility for a school bus driver's licence or driving instructor's licence. Users: Driver Review and Control staff. Individuals in Bank: Individuals applying for school bus driver's licence, classes B and E or a driving instructor licence. Retention and Disposal: After decision made, file microfilmed and paper copy destroyed; microfilm retained indefinitely.

##### Disabled Persons Parking Permit - Source Documents

Location: Licensing and Control Branch. Legal Authority: Highway Traffic Act, O.Reg. 581.30. Information Maintained: Name, address, date of birth, driver's licence number, permit number. Uses: Produces Disabled Person Parking Permit. Maintains up to date records of permit holder's status. Users: Authorized branch staff. Individuals in Bank: Individual who has been issued a Disabled Persons Parking Permit. Retention and Disposal: Paper document microfilmed then destroyed.

##### Driver Improvement Counselling - Interview Records

Location: Licensing and Control Branch. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.32(12); O. Reg.

359/81, s.4. Information Maintained: Name, address, copy of driving record and driver's interview results, date of birth, driver's licence number. Uses: Review results of demerit point interviews and make recommendations. Users: Driver Review and Control staff. Individuals in Bank: Individuals whose driving record is under review due to demerit point accumulation. Retention and Disposal: Paper retained several months; microfilm retained indefinitely.

#### Driver-Related Court Documents (including appeals and judgments)

Location: Licensing and Control Branch. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.198. Information Maintained: Name, address, appeals and judgments, court decisions, driver's licence number. Uses: Maintain up-to-date records of driver's licence status. Users: Driver Review and Control staff. Individuals in Bank: Individuals receiving a suspension or conviction, or appealing a judgment. Retention and Disposal: After case processed, file microfilmed and paper copy destroyed, microfilm retained indefinitely.

#### Drivers and Vehicles - Correspondence Files

Location: Licensing and Control Branch. Legal Authority: Voluntary. Information Maintained: Name, address, driver's licence number or vehicle plate number, or vehicle description or copy of driving record. Uses: Provide information for enquiries and evidence in court; update or correct records. Users: Branch staff. Individuals in Bank: Individuals making enquiries regarding drivers' or vehicle licences, or their driving record. Retention and Disposal: Correspondence concerning drivers - paper retained 1 year, then destroyed; correspondence concerning vehicles - paper retained 1 year, then destroyed; driver-improvement records retained until file closed, then microfilmed onto the driving record.

#### Drivers' Licences - Source Documents

Location: Licensing and Control Branch. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.32(14g); O. Reg. 339/94, s.8(1). Information Maintained: Name, address, any conditions or endorsements, date of birth, driver's licence number, height, renewal, replacement and amendment documents, sex, the original application. Uses: Produce a driver's licence. Users: Authorized branch staff. Individuals in Bank: Individuals applying for a driver's licence (original, renewal or replacement). Retention and Disposal: Paper retained one month, microfilmed, then destroyed; microfilm retained 10 years, then destroyed.

#### Drivers' Medical Case Files

Location: Licensing and Control Branch. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.203(3), s.204(3) and s.32(15); R.R.O. 1990, Reg. 578, s.11(a). Information Maintained: Name, address, date of birth, driver's licence number, medical advisory committee, medical information and vision test results. Uses: Conduct vision and/or medical

review/evaluation on a driver to ascertain if a licence should be issued, suspended or renewed. Users: Driver Review and Control staff, Medical Advisory Committee members, Licence Suspension Appeal Board, deputy registrar and registrar. Individuals in Bank: Individuals requiring a medical certificate for a driver's licence or licence renewal, requesting a waiver of medical standards for a classified driver's licence. Retention and Disposal: File retained indefinitely on electronic storage system.

#### NSF Cheques

Location: Licensing and Control Branch. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8; R.R.O. 1990, Reg. 578, s.17. Information Maintained: Name, address, copy of NSF cheque, telephone number, vehicle permit and/or driver's licence numbers. Uses: Collect revenues owing; suspend driver's licence and/or vehicle permit; and/or deny certain transactions pending payment. Users: Financial Management staff, Licensing Operations and Licensing Assistance staff, Financial Branch staff, Audit staff, Ministry of Finance accountants. Individuals in Bank: Individuals whose cheques have been returned NSF to the ministry for payment of driver's licence and/or vehicle registration fees. Retention and Disposal: When closed, correspondence is microfilmed and paper copy destroyed; microfilm retained 10 years, then destroyed; cheque destroyed 60 days after payment or returned to writer.

#### No-Fault Collisions - Occurrence Reports

Location: Licensing and Control Branch. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.205. Information Maintained: Name, address, driver's licence number, occurrence of reportable collisions. Uses: Maintain completeness of driving records; evaluate complete driving records in driver-counsellor interviews. Users: Licensing and Control Branch staff, Driver Improvement Counsellors. Individuals in Bank: Drivers involved in reportable collisions to whom police collision reports attribute no fault. Retention and Disposal: After case processed, file microfilmed and paper copy destroyed. Microfilm retained indefinitely.

#### Permanently Valid-Without-Photo Driver's Licences - Applications

Location: Licensing and Control Branch. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.32(13). Information Maintained: Name, address, correspondence, driver's licence number, driver's religious beliefs, driving record, religious organization to which driver belongs, sworn affidavit from religious leader confirming person's beliefs. Uses: Determine eligibility for permanent valid-without-photo status. Users: Operational Policy staff, Licensing Assistance staff, Legal Office, Licensing and Control senior management. Individuals in Bank: Individuals applying for Permanently Valid-Without-Photo drivers' licences. Retention and Disposal: Paper



microfilmed, then destroyed; microfilm retained 10 years, then destroyed.

#### Refund Records

Location: Licensing and Control Branch. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.5(5); R.R.O. 1990, Reg. 578, s.17 and s.18. Information Maintained: Name, address, driver's licence number, plate number, telephone number amount of refund and reason for refund. Uses: Record refunds issued for record searches, accident reports, and other driver- or vehicle-related fees. Users: Financial Management staff, Licensing Operations and Licensing Assistance staff, Financial Branch staff, Audit staff, Ministry of Finance accountants. Individuals in Bank: Individuals requesting a refund. Retention and Disposal: When closed, file microfilmed and paper copy destroyed; microfilm retained 10 years, then destroyed.

#### School-Bus Drivers and Driving Instructors - Interview records

Location: Licensing and Control Branch. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.32 and s.58; R.R.O. 1990, Reg. 578, s.6. Information Maintained: Name, address, copy of driving record, counsellor's interview report, criminal record. Uses: Determine an applicant's eligibility for a class B, E or driving instructor licence. Users: Driver Improvement staff and deputy registrar. Individuals in Bank: School bus driver/driver instructors applicants rejected for a class B, E or driving instructor licence. Retention and Disposal: Paper retained up to 1 year; microfilm retained indefinitely.

#### Temporarily Valid-Without-Photo Driver's Licences

Location: Licensing and Control Branch. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8,s.32(13). Information Maintained: Out of Province address information is maintained on a pc file. Uses: To determine eligibility for temporarily valid-without-photo drivers' licences. Users: Operational Policy staff, Licensing Assistance staff, Legal Office, Licensing and Control Senior management. Individuals in Bank: Individuals applying for Temporarily Valid-Without-Photo driver's licences. Retention and Disposal: Paper microfilmed, then destroyed; microfilm retained 10 years then destroyed.

#### Vehicle Permits - Source Documents

Location: Licensing and Control Branch. Legal Authority: Highway Traffic Act, R.S.O. 1990 c.H. 8, s.22; O.Reg. 628. Information Maintained: Name, address, date of birth, registrant identification number/driver's licence number, renewal, replacements, sex, transfers and data licensing change documents, vehicle and plate information. Uses: Produces vehicle permit and maintains up to date record of vehicle and plate status. Users: Authorized staff. Individuals in Bank: Individual or companies registering a vehicle or plate, applying for a vehicle permit or validation sticker (renewal and replacement). Retention and Disposal: Paper

retained for one month, microfilmed, then destroyed. Microfilm retained for 10 years then destroyed.

#### Young Offenders' Files

Location: Licensing and Control Branch. Legal Authority: Young Offenders Act, R.S.C. 1980-81-83, c.110. Information Maintained: Name, action and progress reports, address, date of birth, driver's licence number, driving convictions, education, family and medical information, legal documents, offence particulars, periods of control. Uses: Young offenders' files of convictions and driver's licence status are flagged to protect drivers under the age of 18. Users: Branch staff. Individuals in Bank: Convicted drivers aged 16 and 17. Retention and Disposal: When driver becomes 18 years of age, file becomes part of public record. File is maintained for 5 years then destroyed.

### **Road Safety Business Services Group**

The Road Safety Business Services Group is responsible for developing the organizational, financial, marketing, partnership and business requirements for the Safety and regulation Division. The group is committed to continuous improvements in business processes and safety programs and involving all interested parties both externally and internally in the development and implementation of safety programs to make road safety a shared responsibility.

#### **General Classes or Types of Records**

Agendas and minutes of program direction committees and councils, and principles and guidelines on program marketing, partnering, sponsorships and consultation.

### **Safety Information Technology Branch**

The Safety Information Technology Branch provides information technology services to the operational units in the Safety and Regulation Division. This includes the development and maintenance of the driver, vehicle and carrier computer applications, support for the province-wide telecommunications network, business analysis, microcomputer development service, strategic planning and information resource management.

### **Applications Solutions Office**

The Applications Solutions Office provides new computer applications development, enhancements and support for the division's operational systems, incorporating full system development, life cycle support and project management.

#### **General Classes or Types of Records**

Systems Development, Improvement and Support

### Emerging Technologies and Information Systems Office

The Emerging Technologies and Information Systems Office provides analysis, evaluation and implementation of information systems and emerging technologies that support the business strategies of the Safety and Regulation Division. The division's day-to-day operational systems are also maintained through this office's production control services and support of the on-line, province-wide data communication network.

### Systems Support Office

The Systems Support Office provides Data Base Administration, Systems Management and Quality Assurance, Systems Library Administration, Systems Testing, Batch Production Control, and Support Services for Application Development and Maintenance.

The office also provides 24-hour technical support to the operation of the division's on-line and batch production systems.'

### Safety Policy Branch

The Safety Policy Branch promotes safety through the work of various offices which are described in individual entries.

### Community Road Safety Office

The Community Road Safety Office develops community networks to deliver road safety programs and monitors road safety activity through liaisons with stakeholders and other jurisdictions.

### Road User Policy Office

The Road User Policy Office promotes safety on Ontario's highways by coordinating highway activities in the public and private sectors. It develops, monitors and evaluates legislation, regulations and policies, designed to influence the qualification, behaviour and attitudes of all road users and the use of safety-related vehicle equipment. The legislation and regulations primarily involve the Highway Traffic Act, Motorized Snow Vehicles Act and Off Road Vehicles Act.

#### General Classes or Types of Records

Correspondence

Highway Safety Initiatives and Policies

### Safety Research Office

The Safety Research Office conducts research related to road safety, primarily in the behavioural and social areas; disseminates road safety research data and findings in

support of road safety policies; and publishes the Ontario Road Safety Annual Report (ORSAR).

#### General Classes or Types of Records

Annual Statistics - Motor Vehicle Collisions

Annual Statistics - Drivers

Annual Statistics - Vehicles (types, registrants, etc.)

Classification and Reporting of Motor Vehicle Collisions

Correspondence

Manuals

Technical Reports and Research Bulletins

#### Manuals

Classification and Reporting of Motor Vehicle Accidents

### Strategic Issues Office

The Strategic Issues Office, established in April, 1994, is responsible for the management, coordination and rollout of the Road Safety Plan. It provides a focal point for planning, developing, documenting, monitoring and assessing the achievements and developing implementation strategies for road safety initiatives on an ongoing basis. The office is also responsible for the coordination of a comprehensive review of driver education in the province, in addition to strategic issues management relating to the office's business areas on an ongoing basis.

#### General Classes or Types of Records

General Correspondence Road Safety Agenda

Documentation

## Agencies

### Licence Suspension Appeal Board

The Licence Suspension Appeal Board hears appeals from people whose driver or vehicle licence has been suspended under the Highway Traffic Act. Appeals are also heard concerning the refusal, revocation or conditions of motor vehicle inspection station licences under the Act.

### Ontario Highway Transport Board

The Ontario Highway Transport Board, an administrative tribunal, recommends to the Minister of Transportation the issuance of and extensions to operating licences for bus for-hire services, approval or rejection of transfers of operating licences and share transfers under the Public Vehicles Act. It also maintains a library, open to the public, of board reports and decisions and publishes its annual report.

#### Common Records

Freedom of Information and Protection of Privacy Act

Requests



**General Classes or Types of Records**

Board Hearings  
 Bus Transportation Policies  
 Ministry Insurance Policies  
 Municipal Roads - Connecting Link and Development  
 Municipal Roads Inventory Data (needs appraisal, annual returns, subsidies/expenditures, distance reports)  
 Municipal Traffic Bylaws  
 Municipal Transit (services and products) Files and Reports  
 Municipal Transit (subsidies and policy) Files and Manuals  
 Operator's Licence Application  
 Public (as they relate to the ministry)  
 Public and Safety (inventory of publications available)  
 Slides and Negatives (various ministry-related subjects)  
 Strategy Development and Policy Planning (SPS)  
 Studies on Social, Economic, Institutional and Technological Developments Including Surveys of the Public (as they relate to the ministry)  
 Tariffs and Bus-Fare Rate Schedules  
 Technological Developments, Including Surveys of the Public  
 Transportation Demand (land use/demographic computer files)  
 Transportation Energy Efficiency (operations, projects)  
 Vehicle Safety and Fuel Economy (16mm films)

**Manuals**

A Guide for Completing County and Regional Road  
 Municipal Airport Development Program - Subsidy

**Ontario Transportation Capital Corporation**

The Ontario Transportation Capital Corporation undertakes the cost-effective and timely delivery of mega-construction transportation projects, e.g., the new Hwy. 407 toll facility. The corporation also finances improvements and betterment to existing provincial highways; and provides capital transfer payments to municipal and GO transit authorities for expansion and upgrading of transit facilities. The corporation is led by a Board of Directors and fosters a business-like culture. This allows it to successfully establish partnerships with the private sector to reduce costs, improve efficiency and develop dedicated user-pay ancillary revenue streams to mitigate operating costs and debt-servicing requirements for project financing.

**Common Records**

Career Planning/Training  
 Central Attendance Recording System (CARS)  
 Employee Personnel, Payroll and Benefits Records  
 Employment Application Inventory  
 Freedom of Information and Protection of Privacy Act Requests  
 General Employment History and Payroll Information

Job Competitions and Applications  
 Litigation Files  
 Travel/Expense Accounts

**General Classes or Types of Records**

Board By-laws  
 Board of Directors Meetings Agendas and Minutes  
 Budget Submissions and Statements  
 Hwy 407 Toll Highway Proposals, Plans, Legal Agreements and Draft Policies  
 Legal Agreements  
 Rapid Transit Expansion Program Proposals, Reports and Studies

**Manuals**

Financial Administration  
 Freedom of Information  
 General Administration  
 MTO Chart of Accounts  
 MTO Directives  
 Management Board of Cabinet Directives and Guidelines

**Ontario Transportation Development Corporation**

The Ontario Transportation Development Corporation was established to encourage and contribute to the development and improvement of the public transportation system in Ontario. The corporation is currently inactive.

**Public Records**Carrier Licences

Purpose: Monitor and control carrier licensing. Legal Authority: Truck Transportation Act, R.S.O. 1990, c.T.22; Public Vehicles Act, R.S.O. 1990, c.P.54. Information Maintained: Carrier name, address, description of authority, insurance certificates, list of affiliated corporations, operator record and Ontario Highway Transport Board decisions, tariff of tolls, vehicle description, vehicle timetable. Retrievability: Name, licence number. Retention and Disposal: Up to five years, then destroyed. Access Procedures: Manager, Carrier Licensing Office, 1201 Wilson Avenue, Downsview, Ontario, M3M 1J8. (416) 235-4482.

Drivers' Licences

Purpose: Monitor and control driver licensing. Legal Authority: Highway Traffic Act, R.S.O. 1990, c.H.8. Information Maintained: Name, address, amendments and replacements, cancelled/surrendered driver's licences, collisions, conditions or endorsements, convictions, date of birth, driver's licence number, driving instructor applications, driving record, driving test results, order to suspend a licence; and reinstatement documents, sex. Retrievability: Name or driver's licence number. Retention

and Disposal: Up to 10 years on microfilm, then destroyed.

Access Procedures: See paragraph under Public Record.

### Motor Vehicle Accident Reports

Purpose: To record motor vehicle accidents. Legal

Authority: Highway Traffic Act, R.S.O. 1990, c.H.8, s.199,

s.202, s.205. Information Maintained: Name, address, date,

description of the accident, driver's licence, licence plate number and vehicle description, number of drivers involved

in an accident, time and location. Retrievability: Driver's

licence number, licence plate number, date and location.

Retention and Disposal: Ten years on microfilm, then

destroyed. Access Procedures: See paragraph under Public Records.

### Vehicle Registrations

Purpose: Monitor and control vehicle registration and

licensing. Legal Authority: Highway Traffic Act, R.S.O.

1990, c.H.8. Information Maintained: Name, address,

commercial and own-choice permits, diplomatic, insurance

documentation, moped, motorcycle, off road vehicles,

original registration, plate number and vehicle description,

registration number, renewal, replacement and Own Choice

Plate documents, safety certification, snow vehicle,

temporary registrations, transfer, vehicle and plate status and

history dealer plate issue documents. Retrievability: Name

or permit number. Retention and Disposal: Up to 10 years

on microfilm, then destroyed. Access Procedures: See

paragraph under Public Records.



# MINISTER RESPONSIBLE FOR WOMEN'S ISSUES

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## Head

Minister Responsible for Women's Issues  
12th Floor, 2 Carlton Street  
Toronto, Ontario  
M5B 2M9  
(416) 314-0270

## Access

Freedom of Information and Privacy Coordinator  
Ontario Women's Directorate  
12th Floor, 2 Carlton Street  
Toronto, Ontario  
M5B 2M9  
(416) 314-0338



A public reading room for the review of manuals and other information is open during regular office hours on the 12th Floor, 2 Carlton Street, Toronto.

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The Minister Responsible for Women's Issues advises the government on matters pertaining to women. The minister carries out the mandate through two organizations: the Ontario Women's Directorate and the Ontario Advisory Council on Women's Issues.

## Ontario Advisory Council On Women's Issues

The Council advises the Government of Ontario, through the Minister Responsible for Women's Issues, on matters pertaining to the achievement of economic, social and legal equality for women. Council members undertake community outreach and consultations, and gather the views of women on issues of concern in their region. These consultations include the exchange of information about government policies and programs affecting women.

### Common Records

CORPAY  
Central Attendance Recording System (CARS)  
General Employment History and Payroll Information  
Job Competitions and Applications  
Travel/Expense Accounts

### General Classes or Types of Records

Issue Files  
Regional Consultations  
Women's Groups

## Ontario Women's Directorate

The aim of the Ontario Women's Directorate (OWD) is to help the government of Ontario to achieve its commitment to economic, legal and social equality for all women in Ontario. Central to our work is the recognition of diversity among women.

The OWD, as part of the Ontario government, works with women's groups, community, labour and business organizations, the general public and governments. Our work includes policy development and review, program coordination, consultation and public education.

OWD priority issues are: violence against women; poverty and economic issues; workplace discrimination; the balance of paid work and family responsibilities.

The OWD is committed to employment equity and to being a workplace that provides dignity and enhances personal potential within a team approach.

### Common Records

Employment Equity Program  
Freedom of Information and Protection of Privacy Act  
Requests

### General Classes or Types of Records

Federal-Provincial Meetings  
Interministerial Committees Minutes

## Consultative Services Branch

The Consultative Services Branch (CSB) works in partnership with educators, employers, unions, community and women's organizations to help them plan and develop effective programs to eliminate bias and sex-role stereotyping in education, training and the workplace.

CSB develops and delivers workshops and seminars, technical guides, audio-visual and print information on the subjects of Education and Training Equity, Workplace Equity, Occupational Integration, Gender and Racial Bias-Free Systems, Balancing Work and Family Responsibilities, Sexual and Workplace Harassment. It provides assistance and funding for demonstration projects, and develops and organizes forums for information exchange and networking among the many groups involved in equity for women.

The branch administers the directorate's Grants' Program which funds community-based projects that help women achieve economic, legal and social equality. CBS also supervises the directorate's Thunder Bay Office, which liaises with northern women's organizations, ministries, educators and community organizations on priority issues.

It maintains a public resource centre on women's issues and distributes Ontario Women's Directorate publications in the north.

### **General Classes or Types of Records**

Balancing Work and Family Responsibilities  
Community Grants Database  
Education Equity  
Harassment in the Workplace  
Non-Traditional Occupations/Role Modelling Programs  
Sexual Assault Grants Database  
Sexual and Workplace Harassment  
Training Equity  
Wife Assault Database  
Workplace Equity  
in the Workplace

### **Manuals**

Achieving Employment Equity - A Manual for Practitioners

### **Corporate Services Branch**

The branch coordinates a variety of financial, personnel, information technology and administrative functions for the Ontario Women's Directorate, provides payment services to suppliers and other ministries, maintains the financial and administrative systems, develops financial and administrative standards, reports on financial matters, and liaises with Treasury Board and Management Board Secretariat.

### **Common Records**

CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention  
Program

### **Manuals**

Ontario Government Policy and Procedures Manual

### **Policy and Research Branch**

The Policy and Research Branch acts as a policy advisor to the Assistant Deputy Minister, the Minister Responsible for Women's Issues and the Ontario government on social, economic and legal issues that relate to women. The branch

also provides consultation on policy concerning women's issues to ministries within the Ontario Public Service. The work of the branch takes in issues of concern to the diverse groups of women in Ontario.

The Violence Prevention Unit coordinates the government response to wife assault and sexual assault, develop initiatives, and liaises with federal, out-of-province and intergovernmental ministries and community groups. Although counselling is not available, individuals are referred to appropriate sources. Information brochures and posters in both English and French, and educational materials in several other languages are available free of charge.

The French Language Services Coordinator advises OWD staff on providing French language services and ensures the delivery of services in French according to the French Language Services Act. The co-ordinator liaises with the francophone community and facilitates input from the francophone women's community to policy development.

### **Public Education and Program Services Branch**

The Public Education and Program Services Branch (PEPS) provides a wide range of corporate communications and public information services, including the production and marketing of publications, audio-visual materials and displays which raise awareness of gender equity issues.

This branch promotes attitudinal change through public education campaigns on sexual assault and wife assault prevention. These campaigns include television and radio commercials and advertisements.

The PEPS branch also responds to public inquiries on women's issues.

### **General Classes or Types of Records**

Advertising Campaigns  
Balancing Work and Family Responsibilities  
Change Agent Booklets (bilingual)  
Employment Equity Publications (bilingual)  
General OWD Information (bilingual)  
Statistics on Women (bilingual)  
Teens and Sexuality (bilingual)  
Training and Retraining for Women  
Violence Against Women  
Women's Groups and Organizations  
Work and Family (bilingual)



# WORKERS' COMPENSATION BOARD

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## Head

Chair  
Workers' Compensation Board  
200 Front Street West  
Toronto, Ontario  
M5V 3J1  
(416) 344-4004

## Access

Freedom of Information and Privacy Coordinator  
Workers' Compensation Board  
200 Front Street West, 17th Floor  
Toronto, Ontario  
M5V 3J1  
(416) 344-3132

A public reading room for the review of manuals and other information is open during regular office hours on the 17th floor at 200 Front Street West, Toronto. TDD:  
1-800-387-0050

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The Ontario workers' compensation system is a no-fault system in which injured workers forego the right to sue their employer, and employers assume liability for the costs of workplace accidents and diseases. The Workers' Compensation Board (WCB) is a Crown agency created by an Act of the Ontario Legislature in 1914. It is responsible for administering the Workers' Compensation Act and Regulations of Ontario. The WCB provides compensation to workers who sustain injuries arising out of and in the course of employment, or who contract an occupational disease. The workers' compensation system provides for the following benefits: coverage of any necessary health care costs resulting from a work-related injury or disease; replacement of lost earnings for the time missed from work while the worker recovers; both future economic loss and/or non-economic loss benefits for permanent impairment; any necessary medical and vocational rehabilitation (VR); retraining and re-employment for some workers; survivors' benefits, including VR, in the case of a fatality.

The system is funded by two groups of employers: Schedule 1 employers who are insured through collective liability; and Schedule 2 employers who are "self-insurers" and individually liable for the cost of their claims and related administrative expense. The WCB does not receive government funding or other financial assistance. Experience rating programs offered by the WCB provide a financial incentive to employers to reduce the occurrence of workplace accidents and diseases.

The Chair and Board of Directors report to the Lieutenant-Governor-in-Council, through the Minister of Labour, who answers for the WCB in the Legislature.

The WCB has an Employment Equity Office (416-344-4099), and maintains a library of research and reference materials (416-344-4051), as well as videotapes and publications (416-344-4200) at its head office in Toronto.

Objections to decisions are reviewed by the Appeals Branch of the Human Resources and Client Appeals Division, located at the WCB's head office in Toronto. If the Appeals Branch cannot grant the objection, clients may appeal the decision to the independent Workers' Compensation Appeals Tribunal.

The WCB is organized into a Corporate Executive and seven divisions: Client Services, Communications and Public Affairs, Finance and Administration, Human Resources and Client Appeals, Information Services, Investments, and Strategic Policy and Analysis.

The Corporate Executive includes: The Chair, Vice-Chair of Administration and CEO and the Office of the Secretary. The Employment Equity Office (416-344-4090), the Internal Audit Branch (416-344-3662) and the Special Investigations Branch (416-344-4151) report directly to the Vice-Chair of Administration and CEO.

Client Services at head office consists of 8 Integrated Service Units (ISUs) that provide integrated adjudication, vocational rehabilitation and medical services in the Toronto and Central Ontario Region. ISU designation is based on employer postal codes. The only industry-based ISU is Central Ontario Construction, which serves the construction industry in the Central Ontario Region from its Toronto office.

Two Complex Case Units (CCUs) provide specialized services province-wide. The CCU (Diseases) handles all disease claims and fatalities; the CCU (Injuries) handles serious injuries, Non-Economic Loss (NEL) and Future Economic Loss (FEL) benefits, and implements Workers' Compensation Appeals Tribunal decisions.

Regional offices are located in Hamilton, Ottawa, Thunder Bay, Sudbury, Windsor and London.

Area offices are located in Kingston, North Bay, St. Catharines, Kitchener/Waterloo, Sault Ste. Marie and Timmins. In addition, there is a claims information centre located in Toronto.

The Clinical and Rehabilitation Services Department includes Clinical Resources and Consulting Services (416-344-2994), Downsview Rehabilitation Centre (416-344-1761) and the Community Health Care Branch (416-344-2910).

The Communications and Public Affairs Division comprises: Corporate Communications (416-344-4182), Creative Services (416-344-4440) and Language Services (416-344-2002).

Finance and Administration comprises: Controllershship (416-344-4503); Actuarial Services (416-344-4472); Administrative Support Services (416-344-2882); Investments Administration (416-344-4509); Records Management (416-344-3802); Treasury (416-344-4242); and the Revenue Department which includes Accident Cost Section (416-344-3484), Employer Audit and Collections (905-521-4407), Experience Rating Section (416-344-3452), Employer Registration and Assessment (416-344-3363), Employer Schedule 2 (416-344-3644), Revenue Strategy - Environment for Tomorrow (RESET) (416-969-1884) and Workwell Project (416-344-3471).

Human Resources and Client Appeals comprises: Compensation (416-344-4273), Appeals Branch (416-344-1014), Employee Health Services (416-344-4690), Human Resources and Corporate Training Branch (416-344-4575), Staff Relations (416-344-4317) and the Farm Safety Association (1-800-361-8855).

Information Services comprises: Applications Development I (416-344-3881), Applications Development II (416-344-4000), Support Services (416-344-3611), Technology Services (416-344-3767) and Rapid Applications Development (416-344-4025).

Investments comprises: Bonds and Money Market (416-344-4537), Equities (416-344-4525) and Real Estate (416-344-4523).

Strategic Policy and Analysis comprises: Benefits Policy (416-344-4324), Legal (416-344-3150), Medical and Occupational Disease Policy (416-344-4370), Research and Evaluation (416-344-4215) and Revenue Policy (416-344-4146).

#### **Common Records**

Board of Governors Membership  
CORPAY  
Career Planning/Training  
Central Attendance Recording System (CARS)  
Co-op, Work Term, Final Job Placements  
Day Care Registrants  
Dental Clinic Patients

Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
FUTURES Program Applicants and Participants  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Graduate and Alumni Records  
Grievances and Applications  
Health and Medical Records  
Identity/Employee Card  
Innovation Centre Clients, Registrants and Users  
Job Competitions and Applications  
Library Users Lists  
Litigation Files  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Ontario Basic Skills Program Trainees  
Ontario Student Assistance Program  
Ontario Training Incentive Program Trainees  
Parking Records  
Performance Management  
Professional Development  
Scholarships and Awards  
Student Appeals (disciplinary, administrative, academic)  
Student Applications  
Student Athletics and Fitness Programs  
Student Counselling  
Student Registration and Academic History  
Teacher Workload Records (Standard Workload Form)  
Tests, Examinations and Assessments  
Travel/Expense Accounts  
Vocational Testing and Counselling  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

#### **Client Services Division**

This division provides compensation benefits, medical and vocational rehabilitation assistance to injured workers and surviving spouses and dependants, in cases of fatal claims. French language and other language services are available. This division comprises the following units: 14 Integrated Service Units, the Complex Case Unit - Diseases and the Complex Case Unit - Injuries, Systems Quality Assurance and Payment Services, Downsview Rehabilitation Centre, Clinical Resources and Consulting Services, and Community Health Care Branch.

#### **General Classes or Types of Records**

Contracted Providers - Community Clinics, Regional Evaluation Centres  
NEL Roster  
VR Agency Index



## Manuals

Operational Policy Manual

## Personal Information Banks

### Claim Files - Compensation and Rehabilitation Benefits

Location: Client Services Division. Legal Authority:

Workers Compensation Act, R.S.O. 1990, c.W.11.

Information Maintained: Name, address, age, agency rehabilitation and referrals and reports, aptitude and interest tests, assessments for eligibility, benefits data, claim number, disease, employer's address, employer's name, employer's submissions, employment and earnings information, injury, investigation results and correspondence related to inquiries, language preferred (English or French), social insurance number, socio-economic information, summaries of interviews with employers and prospective employers, telephone number, vocational rehabilitation information, vocational rehabilitation plan. Uses: Determine entitlement to workers' compensation benefits; answer enquiries concerning entitlement; process objections to decisions on entitlement; provide management data concerning program delivery; provide statistical data on workers' compensation; provide accident and cost information to determine employer assessment rates; provide internal audit with information to verify receipt of benefits; promote accident prevention and health and safety; and conduct research. Users: Board adjudication and support staff; medical and rehabilitation staff, external medical and vocational rehabilitation agencies, investigators, Special Investigations Unit, Decision Review Branch, Hearings and Reinstatement Hearings Branch, Internal Audit staff, Actuarial Services Branch, Workers' Compensation Appeals Tribunal, injured workers and their representatives, employers and their representatives, researchers, Ministry of Labour, Workplace Health and Safety Agency, Safety Associations, Institute for Work & Health, Employment and Immigration, Revenue Canada, Ministry of Health and others in accordance with the Freedom of Information and Protection of Privacy Act. Individuals in Bank: Injured workers or their dependants claiming benefits. Retention and Disposal: One hundred years.

### DRC Medical Records

Location: Client Services Division. Legal Authority:

Workers' Compensation Act, R.S.O. 1990, c.W.11.

Information Maintained: Name, address, age, claims information, employer, marital status, medical history, socio-economic history, treatments and investigation received at the centre. Uses: Plan treatment for injured workers referred to the centre; record all treatments, investigations and medical decisions concerning the injured worker while at the centre. Users: Centre's medical and paramedical staff. Individuals in Bank: Injured workers admitted to the centre. Retention and Disposal: One hundred years.

### Health Care Provider Files

Location: Client Services Division. Legal Authority:

Workers' Compensation Act, R.S.O. 1990, c.W.11.

Information Maintained: Name, address, and license numbers, telephone number, type of practice. Uses: Register Health Care Providers: correspondence with College of Physicians and Surgeons and other professional associations on status; and payment information. Users: Client Services. Individuals in Bank: Physicians, chiropractors, physiotherapists, and other health care providers registered to provide health care services to injured workers. Retention and Disposal: After 8 years without billing, then destroyed.

## Communications and Public Affairs Division

The Communications and Public Affairs Division provides a variety of communications services to internal and external clients, including communication counsel, French and multilingual interpretation and translation, audio-visual production, forms, printing, graphic design and reference materials through the WCB Resource Centre.

It comprises the following units: Corporate Communications, Creative Services and Language Services.

### Common Records

Library Users Lists

## Personal Information Banks

### French Services Files

Location: Communications and Public Affairs Division.

Legal Authority: Workers' Compensation Act, R.S.O. 1990,

c.W.11; French Language Services Act; Crown Employees

Collective Bargaining Act. Information Maintained:

Employee's name, French language training progress reports, amount of premium received, annual language premium, copy of transaction, positions held, second-language test results. Uses: Verify bonuses paid; staff bilingual positions; identify French training needs; calculate additional language premium. Users: Office of Francophone Affairs, board staff. Only statistical information released to third parties. Individuals in Bank: Board staff. Retention and Disposal: Not determined.

## Corporate Executive

The Corporate Executive includes the Chair, Vice-Chair of Administration and CEO and the Office of the Secretary. The Secretary reports directly to the Chair and is responsible for providing corporate records, information and secretarial liaison services to support the Board of Directors and Executive Committee in their corporate endeavours.

The Employment Equity Office, the Internal Audit Branch, and Special Investigations Branch report directly to the Vice-Chair of Administration and CEO.

**Common Records**

Employment Equity Program

**General Classes or Types of Records**

Actuarial Reports  
Administrative Matters (schedule of medical benefits, etc.)  
Annual Reports  
Assessment Rates  
Auditors' Reports  
Board Policies and Procedures  
Board of Director's Meeting Minutes  
Executive Committee Action Points  
Fees Schedule  
Financial Services - Mortgage Servicing Agreements  
Historical Legislation - Amendments to the Act and Regulations  
Industrial Disease Standards Panel Decisions  
Leases and Agreements  
Legal Opinions  
Management Committee Action Points  
Orders-in-Council  
Reciprocal and Interjurisdictional Agreements  
Royal Commission and Task Force Investigation Report  
Rulings of the Board  
Statistical Reports  
Superannuation Plan Minutes and Minutes re Investments of Superannuation Fund  
Workers' Compensation Appeals Tribunal Decisions

**Finance and Administration**

This division undertakes the financial management of the WCB, including employer assessment, as well as providing ongoing administrative support to the board. It is comprised of the following units: Actuarial Services, Auxiliary Services, Controllershship, Internal Audit, Lease Administration, Treasury, Records Management and Revenue and Investment Administration.

**Common Records**

Identity/Employee Card  
Travel/Expense Accounts

**General Classes or Types of Records**

Accident Cost Statements - Schedule I Employers  
Accident Costs  
Accident Frequency Rates by Occupation  
Accident Statistics by Rate Groups  
Accounts Receivable - Schedule II Employers  
Actuarial Reports  
Assessment Rates  
Assessments - Schedule I Employers

Audit Assignment Files  
Audit Reports  
Employer Experience Rating  
Employer Firm Profiles  
Employer Firms  
Employer Reclassification  
Financial Reports  
Liability - Schedule I Employers

**Manuals**

Accident Cost Transfers  
Classification  
Employer Assessment  
Employer Assessment Rates  
Employment Assessment Policies  
Experience Rating Plan  
Industry Firm Classification  
Internal Audit - Policy and Procedures  
Purchasing - Policies and Procedures  
Revenue Branch Classifications  
Revenue Branch Operations

**Personal Information Banks**

Accountable Warrants Agreement Forms  
Location: Finance and Administration. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.  
Information Maintained: Name, amount, date paid, responsibility centre, social insurance number. Uses: Confirm that employee received monies. Users: Board accounting branch, internal auditors. Individuals in Bank: Board employees. Retention and Disposal: Until warrant no longer required, then transferred to archives.

Assessment System, Accounts Receivable System, Experience Rating System, Firms Information System, Workwell Management System  
Location: Finance and Administration. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11.  
Information Maintained: Name, assessment history, collection action, firm number, industry description, invoice issues, mailing and payroll addresses, overdue accounts, payments, payroll and assessment totals, penalties issued, personal coverage history, telephone number. Uses: Statistical analysis; issue assessments; adjust experience ratings; lay charges and levy appropriate penalties (s.103(8), 103(4), and 103(6)); reference and information; monitor accident record; determine employer assessments; conduct audits. Users: Revenue, Health and Safety Initiatives Branch, Actuarial, Collections, Fraud Investigations Unit, Internal Audit, Decision Review Hearings, Workers' Compensation Appeals Tribunal, Ministry of Labour, Workplace Health and Safety Agency, Safety Association and the Ontario Workers' Compensation Institute.  
Individuals in Bank: Past and present employers reporting to the board, employers as defined by the Workers'



Compensation Act, self-employed workers requesting coverage. Retention and Disposal: Six years, then destroyed.

#### Canada Savings Bonds - Employee Purchase Files

Location: Finance and Administration. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Name, address, amount of deduction, bond purchase forms, bond serial numbers, cancellations and issues, general bond information, responsibility code, social insurance number, telephone number. Uses: Ensure correct delivery of bonds; verify employee Canada Savings Bond deductions and payment amounts. Users: Board employees. Individuals in Bank: WCB employees applying for Canada Savings Bond internal purchase. Retention and Disposal: One year after expiry of issue, then destroyed.

#### Employer Information

Location: Finance and Administration. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Employer's name and address, employee information, firm and rate numbers, industry type, payroll information. Uses: Determine employer assessments; conduct audits. Users: Revenue and Internal Audit staff. Individuals in Bank: Employers as defined by the Workers' Compensation Act, self-employed workers requesting coverage. Retention and Disposal: Not determined.

#### Firm File Microfiche

Location: Finance and Administration. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Employer's name and address, audit reports, cancellations, changes, correspondence between employer and WCB, decision review and Workers' Compensation Appeals Tribunal rulings, fact sheets, firm/account number, industry descriptions, memos, payroll statements. Uses: Record all correspondence between and communications about board and employers; provide information for Board decisions. Users: Review Services staff, Revenue, Workers' Compensation Appeals Tribunal. Individuals in Bank: Employers, owners, executive officers, independent operators. Retention and Disposal: Not determined.

#### Salary Advance

Location: Finance and Administration. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Name, amount of tuition assistance, cheque number, social insurance number. Uses: Record salary advances to board employees. Users: Division secretary, internal and external auditors. Individuals in Bank: Board employees. Retention and Disposal: Two years.

#### Security File

Location: Finance and Administration. Legal Authority: Trespass to Property Act, R.S.O. 1990, c.W.11. Information Maintained: Name, address, claim number(s), statements about disruptive behaviour of worker. Uses: Assess the

seriousness of the disruptive behaviour, decide whether or not to issue warning or restricted access letters to disruptive claimants. Users: Security staff and claims adjudicators interviewing the claimants on the warning or restricted access list. Individuals in Bank: Injured workers who are disruptive or who have made threats against board staff or who have threatened or used violence toward an employee of the board. Retention and Disposal: Not determined.

## **Human Resources and Client Appeals Division**

The division provides ongoing support to all divisions. This division is composed of the following units: Compensation, Employee Health Services, Employment Equity, Human Resources and Corporate Training, Staff Relations and Appeals Branch.

### **Common Records**

Career Planning/Training  
Employee Personnel, Payroll and Benefits Records  
Employment Application Inventory  
Employment Equity Program  
General Employment History and Payroll Information  
Grievances and Applications  
Job Competitions and Applications  
Performance Management  
Professional Development  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

### **General Classes or Types of Records**

Corporate Annual Reports  
Decision Records  
Employment Trends  
Hearings Records and Procedures  
Re-Employment Records and Procedures  
Research Files

### **Manuals**

Administration and Production - Policy and Procedures  
Human Resources - Policy and Procedures  
Organization Manual (WCB) Ontario  
Research and Development - Policy and Procedures  
Superannuation - Policy and Procedures, Benefits Section,  
1985 Treasury Branch Operations  
Superannuation Plan Minutes and Minutes re Investments

### **Personal Information Banks**

#### Attendance and Vacation System

Location: Human Resources and Client Appeals Division. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11, s.72. Information Maintained: Name, job classification, social insurance number, work attendance. Uses: Record absences; provide statistical reports on

attendance. Users: Compensation Branch, Finance and Administration, and Internal Audit staff, board management. Individuals in Bank: Board employees. Retention and Disposal: Not determined.

#### Employee - Long-Term Disability Medical Files

Location: Human Resources and Client Appeals Division. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Name, address, age, medical reports, physical and workshop assessment results, physical and workshop assessment results, sex, socio-economic information, telephone number, vocational testing results, vocational testing results. Uses: Help reduce hardship associated with the disability; facilitate a return to the work force. Users: Employee Health Services and Insurance carrier. Individuals in Bank: Board employees on long-term disability benefits. Retention and Disposal: 10 years after employment is terminated, death or return to work date.

#### Employee Medical Files

Location: Human Resources and Client Appeals Division. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Name, accident reports, address, health records, medical information, social insurance number. Uses: To provide voluntary, confidential, professional, clinical services for the health and safety of employees within the work place. Users: Employee Health Services. Individuals in Bank: Board employees. Retention and Disposal: 10 years after employment is terminated or death, then destroyed.

#### Employment Application Inventory

Location: Human Resources and Client Appeals Division. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Name, application forms, letters of application, resumes, social insurance number. Uses: Identify potential candidates for job competitions. Users: Human Resources specialists, line managers. Individuals in Bank: Applicants for employment at the board. Retention and Disposal: One year, then destroyed.

#### Employment Equity Program

Location: Human Resources and Client Appeals Division. Legal Authority: Employment Equity Act. Information Maintained: Name, Social Insurance Number, career goals and designated group status, date of birth, education, employment history, job classification and title, office location, sex, telephone number. Uses: Monitor progress of the program to establish equal opportunities of groups in the areas of recruitment, hiring, training, promotions and career mobility to ensure compliance with the legislation. Users: Employment Equity staff and Senior Executive(s). Individuals in Bank: Employees of the board. Retention and Disposal: Not determined.

#### General Employment History and Compensation Information

Location: Human Resources and Client Appeals Division. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Name, address, employee benefits options, payroll transactions, social insurance number, work history. Uses: Record employee's work history and payroll/benefit transactions. Users: Human Resources and Finance and Administration staff, managers and auditors. Individuals in Bank: Board employees. Retention and Disposal: Ten years after term, then destroyed.

#### Grievances

Location: Human Resources and Client Appeals Division. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Crown Employees Collective Bargaining Act. Information Maintained: Name, correspondence about the grievance, grievance award, grievance forms, job classification, notices and replies, supporting documentation about the grievance. Uses: Document the grievance process. Users: Human Resources staff, line managers. Individuals in Bank: Board employees submitting formal grievances. Retention and Disposal: Not determined.

#### Job Competitions

Location: Human Resources and Client Appeals Division. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Application forms, appointments of successful candidates, job advertisement, screening and evaluation information. Uses: Document the hiring process; provide statistical data. Users: Human Resources and Employment Equity staff, line managers, Human Rights officers, auditors. Individuals in Bank: Applicants for jobs with the board. Retention and Disposal: Up to 1 year, then destroyed.

#### Outreach Recruitment

Location: Human Resources and Client Appeals Division. Legal Authority: Employment Equity Act. Information Maintained: Name, address, education, employment history and resumes, telephone number. Uses: Promote employment opportunities. Users: Employment Equity and operating area staff. Individuals in Bank: Board employees and external applicants. Retention and Disposal: Not Determined.

#### Performance Management

Location: Human Resources and Client Appeals Division. Legal Authority: Crown Employees Collective Bargaining Act. Information Maintained: Name, appraisal of work performance, job classification, social insurance number. Uses: Manage employees' performance; identify staff training needs. Users: Board, training, and Employment Equity staff, line managers and auditors. Individuals in Bank: Board employees. Retention and Disposal: Not determined.



Personnel and Employee Benefits System

Location: Human Resources and Client Appeals Division.  
Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Name, Social Insurance Number, address, date of birth, education, pay level, sex, telephone number, work history. Uses: Provide basic data to issue pay cheques; generate statistical reports (e.g., T-4s, pension contributions). Users: Board management, Human Resources, financial staff, Internal Audit staff, insurance carriers. Individuals in Bank: Board employees. Retention and Disposal: Not determined.

Re-Employment Files

Location: Human Resources and Client Appeals Division.  
Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Name, Re-Employment Officers' decisions, address, claim number, collective agreements, earnings and employment benefits, employer's name, employment benefits, hearings transcripts, information regarding applicant worker, personnel file, personnel policies, telephone and fax numbers, worksite analysts' reports. Uses: Make determinations under the Act as to whether or not obligations regarding re-employment and payment of employment benefits have been met. Users: Workers and their representatives, employers and their representatives, Re-Employment Branch staff, Workers' Compensation Board Appeals Tribunal (if appeal filed). Individuals in Bank: Workers and employers. Retention and Disposal: Not determined.

Superannuation Buyback

Location: Human Resources and Client Appeals Division.  
Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11. Information Maintained: Name, social insurance number, superannuation details. Uses: Record receivables for employee buying back past service. Users: Payroll and Benefits Policy Section staff, internal and external auditors. Individuals in Bank: Board employees. Retention and Disposal: Not determined.

Superannuation Plan

Location: Human Resources and Client Appeals Division.  
Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11., s.68. Information Maintained: Name, address, date of birth, employment history, pay level, sex, social insurance number, superannuation contributions. Uses: Calculate and pay or refund pension contributions. Users: Human Resources Branch, financial staff, actuaries, auditors. Individuals in Bank: Current and former board employees with vested pensions. Retention and Disposal: Not determined.

Workplace Accommodation Files

Location: Human Resources and Client Appeals Division.  
Legal Authority: Human Rights Code, Section 9 and Employment Equity Act. Information Maintained: Name, address, age, and ergonomic assessment, claim number,

disability status, physical restrictions, position, psychiatric reports, psychological reports, sex, socio-economic information, telephone number. Uses: Accommodate employees with compensable and non-compensable disabilities and other acceptable grounds of the Human Rights Code. Users: Employment Equity Program staff and line managers. Individuals in Bank: WCB employees and external job applicants. Retention and Disposal: Not determined.

Workplace Discrimination and Harassment Advisor Files

Location: Human Resources and Client Appeals Division.  
Legal Authority: Workplace Discrimination and Harassment Policy. Information Maintained: Advisor's notes. Uses: Documentation of advisory sessions with employees. Users: Advisor and responsible Senior Executive(s). Individuals in Bank: WCB employees. Retention and Disposal: Not Determined.

Workplace Discrimination and Harassment Complaint Investigation and Report Files

Location: Human Resources and Client Appeals Division.  
Legal Authority: Workplace Discrimination and Harassment Policy. Information Maintained: Complainant and alleged offender's name, age, and details of the alleged incidents of harassment or discrimination, colour, complaint, education, employment history, marital or family status, medical information, national or ethnic origin, position, race, religion, sex, telephone number, the history of similar incidents, witnesses' names and statements. Uses: Investigate and resolve perceived contraventions of the policy to recommend appropriate action. Users: Employment Equity staff and responsible Senior Executive(s). Individuals in Bank: Persons with complaints on perceived discrimination and/or harassment, alleged offender and witnesses. Retention and Disposal: Not Determined.

**Information Services Division**

This division provides computer, communication and consulting services in support of the board's goals, in active partnership with its clients and staff. The division is composed of the following branches: Applications Development - Client Services, Applications Development, Rapid Applications Development Branch, Support Services, and Technology Branch.

**Investments Division**

This division provides investment management and services for all investments controlled by the board. The mandate of this division is the investment management of diversified financial assets that generate consistent and above-average rates of return within the context of policies and guidelines set by the WCB.

## **Strategic Policy and Analysis Division**

This division undertakes the major research, analysis and evaluation activities of the board in order to develop legally, medically, economically sound strategic and operational policies, programs and strategic plans. It is comprised of the following units: Medical and Occupational Disease Policy, Benefits Policy, Research and Evaluation, Revenue Policy, Legal, and Special Investigations Branch.

### **Common Records**

Freedom of Information and Protection of Privacy Act Requests  
Ombudsman/Human Rights Commission

### **General Classes or Types of Records**

Advisory Committee on Occupational Chest Diseases  
Advisory Council on Occupational Health and Safety - Ministry of Labour  
Asbestos Data Base  
Canadian Centre for Occupational Health and Safety  
Cancer Claims and Index  
Cardiovascular Diseases  
Compensation Claims Statistics  
Consultation Reports  
Employer Assessment Rates  
External Policy Consultation Submissions  
Fatalities Data Base  
Financial Reports  
Industrial Disease Standards Panel  
Industrial Noise Deafness  
Infectious Diseases  
Interest Group Profiles  
Interest Group Representation  
Legal Opinions  
Literature Reviews on Occupational Disease  
Operational Policy Discussion Papers  
Survey Data (work history, opinions, etc.)  
WCB Discussion Papers

### **Manuals**

Employer Classification Manual  
Occupational Classifications  
Occupational Disease Information  
Operational Policy Manual

### **Personal Information Banks**

#### Legal Action Files

Location: Strategic Policy and Analysis Division. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c. W.11. Information Maintained: Plaintiff's/Applicant's name, WCB claim file if appropriate, address, counsel, legal opinions, pleadings and factums. Uses: Initiate, defend or respond to court actions and applications on behalf of and against the board. Users: Division solicitors and counsel retained by the board. Individuals in Bank: Individuals

initiating an action or making application against the board. Retention and Disposal: Twenty years, then destroyed.

#### Respecting Violations of the Workers' Compensation Act

Location: Strategic Policy and Analysis Division. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c. W.11. Information Maintained: Name, address, complaint documentation, telephone number. Uses: Determine whether or not to investigate the complaint. Users: Special Investigations Unit and program staff. Individuals in Bank: Complainants, witnesses, workers, employers, suppliers, and employees. Retention and Disposal: Not determined.

#### Subrogated Personal Injury Actions

Location: Strategic Policy and Analysis Division. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c. W.11, s.10(4). Information Maintained: Name, address of injured worker, claim file number, defendants and representatives, interpretations and legal opinions, medical information, public liability insurance particulars, social insurance number, wage information and employment history. Uses: Advance subrogated personal injury action in the courts. Users: Division solicitors, adjusters and counsel retained by the board. Individuals in Bank: Employees of Schedule I employers receiving Workers' Compensation benefits. Retention and Disposal: Ten years, then destroyed.

#### Transfer of Costs Files

Location: Strategic Policy and Analysis Division. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c. W.11, s.10(9). Information Maintained: Name, WCB claim number, address of injured worker, investigation notes, name and address of employer, name and address of witnesses, statements by worker and witnesses. Uses: Determine if accident costs of a claim should be transferred to another employer (s.10(9)). Users: Division staff. Individuals in Bank: Employees of Schedule I employers with compensable claims. Retention and Disposal: One year in Legal Branch, then transferred to Firm File Microfiche.



# WORKERS' COMPENSATION APPEALS TRIBUNAL

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## Head

Tribunal Chair  
Workers' Compensation Appeals Tribunal  
7th Floor, 505 University Avenue  
Toronto, Ontario  
M5G 1X4  
(416)598-4638

## Access

Freedom of Information and Privacy Coordinator  
Workers' Compensation Appeals Tribunal  
7th Floor, 505 University Avenue  
Toronto, Ontario  
M5G 1X4  
(416) 598-4638

The Workers' Compensation Appeals Tribunal (WCAT) is the final level of appeal to which workers and employers may bring Workers' Compensation Board (WCB) matters regarding entitlement to benefits, health care, vocational rehabilitation and re-employment obligations. It also decides appeals from WCB decisions on assessments, penalties and transfers of costs, as well as disputes over employer access to workers' files and workers' objections to undergoing medical examinations requested by employers. In addition, the Tribunal decides if a person has the right to sue in court instead of making a compensation claim. WCAT is an independent tribunal, separate and apart from the WCB. Decisions are made by tripartite panels composed of Order in Council appointees.

## Common Records

Central Attendance Recording System (CARS)  
Employment Application Inventory  
Employment Equity Program  
Freedom of Information and Protection of Privacy Act Requests  
General Employment History and Payroll Information  
Grievances and Applications  
Identity/Employee Card  
Job Competitions and Applications  
Medical Information (Personnel)  
Ombudsman/Human Rights Commission  
Parking Records  
Performance Management  
Travel/Expense Accounts  
Workers' Compensation  
Workplace Discrimination and Harassment Prevention Program

## General Classes or Types of Records

Decision Summaries  
Medical Discussion Papers  
Released Decisions  
WCAT Medical Reports

## Manuals

Guidebook to Use of Case Tracking  
Information Technology Security Guidelines  
Manual Training Manuals for New OIC Appointees  
Members Code of Professional Responsibility  
Personal and Sexual Harassment Policy  
Tribunal Information Policy  
Tribunal Practice Directions  
WCAT Procedure Manual for Records

## Personal Information Banks

### Publications Subscriptions and Mailing Lists

Location: Workers' Compensation Appeals Tribunal. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W. 11 as amended. Information Maintained: Names and addresses of subscribers. Uses: Mailing Tribunal decisions, publications to public so that public may have access to these materials; statistical reports; publications; planning purposes. Subscribers supply the data. Publications Department maintains its accuracy. Users: Publication Department. Individuals in Bank: Subscribers to Tribunal publications. Retention and Disposal: Not determined.

### Workers' Compensation Appeals Tribunal Files

Location: Workers' Compensation Appeals Tribunal. Legal Authority: Workers' Compensation Act, R.S.O. 1990, c.W.11 as amended. Information Maintained: Name of worker, assessments and other relevant information, employer business and financial information, employment history, medical reports, name and address of employer, statements from witness(es) including name and relevant information. Uses: Maintain internal file tracking system from initiation to final determination; adjudicate appeals from final decisions of WCB and adjudication regarding access to claim files, employers right to require worker to submit to medical examination and whether right to bring court actions is taken away. Investigate where necessary to assist such adjudications. Sources of data include WCB files and WCAT adjudication and investigation processes. WCB files with WCAT exhibits and decisions are returned to the WCB upon closure of WCAT case files. Users: Intake officers, scheduling personnel, Vice-Chair-Panel Members, Tribunal Counsel Office, Tribunal Chair's Office, medical counsellors and personnel operating file tracking system. Individuals in Bank: Workers, employers and other parties appealing Workers' Compensation Board decisions or otherwise involved in workers' compensation matters. Retention and Disposal: 20 years, then sent to Archives, subject to selection.





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